**Jasmine Carrillo**

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**RELEVANT SKILLS**

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| * Microsoft Office Suite * Windows OS * Active Directory | * Hardware and Software Troubleshooting * Computer Assembly/Disassembly * Windows 7 & 10 | * Bomgar * Cherwell Ticketing * Customer Service |

**EXPERIENCE**

**Starbucks**, Seattle, WA March 2020 – July 2020

*Service Desk Analyst*

* Provided technical support to callers by researching and answering communications questions
* Resolved hardware, software, and computer systems problems; provided resources
* Assisted end users with password resets and login issues
* Documented user problems, troubleshooting steps, resolutions and escalations path using the Service Now ticketing system

**Alaska Airlines,** Seatac, WA September 2019 – February 2020

*IT Help Desk Support*

* Utilize Altiris or SCCM to push software to new builds and run diagnostics
* Used Bomgar to conduct QA testing on computers before deployment into enterprise environment
* Completed approximately 50+ tickets weekly via Cherwell ticketing system
* Daily task consists of physically repairing and imaging laptops/desktops, building profiles, managing 1000+ inventory, and logging multiple data

**Apple,** Tukwila, WA October 2019 – January 2020

*Product Specialist*

* Provided concrete customer service and support of all standard Apple applications and hardware including hardware resets, password resets/setup, account setups, iTunes and App Store walkthrough
* Demonstrated extensive knowledge in the products and services offered by Apple to provide the consumer with a complete solution which boosted overall store customer service goals

**Amazon Go,** Seattle, WA August 2018 – October 2019

*Retails Sales Associate*

* Stocked and stowed up to 1,500 items per night, ensuring all supplies were inventoried correctly
* Maintain Amazon values of customer obsession by delivering expectational customer service
* Assisted in the creation of over 100’s new customer Amazon Go accounts

**EDUCATION**

**Year Up,** Seattle, WA April 2019 – February 2020

*Year Up is an intensive, competitive technical training and career development program with 250 corporate partners, graduating 4,000 students annually across 19 cities. The program includes college-level courses, professional training, and a six-month internship.*

* Completed coursework in computer network support, including Excel, Operating systems, Business writing, Hardware, and Business applications

**LANGUAGE**

Spanish – Bilingual Proficiency