|  |
| --- |
| ORlando Camba Jr.  6143 SW Cross Creek Dr · 503-374-2037  orlando\_camba@outlook.com |
| **Experienced Customer Service and IT Worker** with success in technical analysis, problem-solving, and effective communication. Driven, optimistic, and motivated to succeed in fast-paced, detail-oriented, environments. Seeking a position with an organization in need of a proactive team player who is self-driven with a growth mindset. |

# Experience

|  |
| --- |
| 2019 – 2021consultation agent, geek squad Geek Squad Agent with high-quality technical service experience across industries ranging in size from large corporate enterprise to small and mid-sized business environment for internal and external clients. Strengths in troubleshooting and repairing a full range of technologies: desktop, laptop, printers, mobile device, BIOS and operating systems.   * Install software, modify and repair hardware to resolve technical issues * Provide base-level IT support to non-technical clients and employees * Communicate with clients explaining their system in a way easy for them to understand * Troubleshoot/test equipment and maintain detailed work logs * Test functionality of returned merchandise, process units for shipping and receiving * Read hardware schematics and computer diagrams for parts ordering * Proficiency in MS Office Suite, Bomgar remote software, IT Glue, ConnectWise, PAX8 * Networking experience with Barracuda, Cisco, Cisco Meraki. Ubiquiti, Cambian Networks, RF Elements, Lucid Chart, VoIP (*Digium/Sangoma*) * Work with Helpdesk and Project Management as the Field Technician to resolve client networking issues onsite * Working with systems and network engineers to configure networking hardware onsite and remotely * Successfully complete client deployments as the only technician assigned locally and for out-of-town clients * Successfully transition clients from enterprise office spaces to work-from-home |
| 2017 – 2019multi-line claims adjuster, progressive insurance Investigate auto, personal injury, and property damage insurance claims for personal and commercial policies and effectively evaluate policy language for coverage issues and adherence to company guidelines.   * Receive and manage all incoming medical, auto, and property damage insurance claims * Explain coverage for loss, assist policy holders with damage itemization, emergency repairs, and temporary arrangements * Conduct interviews with policyholders, witnesses, and claimants * Investigate damage to automobiles and property as necessary * Consult with legal and medical experts for insight into the claim * Request and analyze police accident reports and hospital records * Log, maintain, and compile all claim information to arrive at a final liability decision  2012 – 2017estimator, precision body and paint Estimate the cost to repair a vehicle to original equipment manufacturer (OEM) guidelines and working closely with insurance professionals to negotiate and agreed price. Put customers at ease during difficult circumstances by explaining the vehicle repair process, answering all questions, and providing reassurance of the work being done to their vehicle.   * Inspected auto body damage to determine repair costs for insurance settlements * Determined estimates on vehicle damage and repair through comparison and evaluation of different methodologies and software: *Audatex, CCC, and Mitchell Ultramate* * Performed evaluations of vehicles through electronic testing devices, mechanical and physical inspection * Managed documentation of parts orders, maintenance, and repair services * Performed quality control checks of entire procedure ensuring compliance to productivity standards * Strong attention to detail, time management skills, and negotiation to manage repair process from beginning to end |

# Skills

|  |  |
| --- | --- |
| * Customer Service * Communication * Analytical skills | * Mechanical Aptitude * Troubleshooting * Understanding of Technical issues |