**Carlos Rodriguez**

San Leandro, CA **∙** (510)-938-5846 **∙** carlosrch13@gmail.com

Fully Work Authorized **∙** No Visa Sponsorship Required

**PROFESSIONAL SUMMARY**

IT Professional pursuing Google IT Support Certificate. Seeking an entry-level position in IT Helpdesk Support.

**Key Skills**

* Pursuing Google IT Support Certificate
* Microsoft Office (Word, Excel, PowerPoint)
* Apache Open Office
* Time Management
* Customer Service
* English, Spanish
* Technician Hardware knowledge

**EDUCATION**

**Computer Science 2017**

**Universidad Politécnica Territorial De Falcón Alonso Gamero,** Falcon Venezuela

* Relevant classes: Computer Science Principles, Programming, Computer Architecture
* Completed two years of Computer Science Bachelor’s Degree coursework

**Systems Engineering 2015**

**Universidad Nacional Experimental de las Fuerzas Armadas Nacionales,** Falcon, Venezuela

* Completed two years of Systems Engineer Bachelor’s Degree coursework

**PROJECTS**

**Shopping Assistant**

* Designed Dev++ program to calculate total bill and track client information. If the item amount exceeded a certain limit, the program encouraged the shopper to pay for another box as well

**PROFESSIONAL EXPERIENCE**

**Shipper/Packer 09/2017 - Present**

**Gatco,** San Leandro CA

* Pack 300-700 orders daily from online customers
* Scan order numbers and check for accuracy, ship all online orders
* Organize boxes from orders and prepare for shipping
* Receive truck drivers and provide accurate orders based on company needs

**Team Member 04/2018 – 11/2018**

**Jack in the Box,** San Leandro, CA

* Prepared up to 10 orders simultaneously
* Cleaned bathrooms, tables and kitchen daily
* Opened and closed the register, counted money in cash drawers to ensure accurate amount
* Addressed customer complaints and provided excellent customer service

**PROFESSIONAL DEVELOPMENT**

Google IT Support, Coursera, Expected 2021