Victor Shah Nuaz Khan Phone: 831-840-4719

[vsnkhan@gmail.com](mailto:vsnkhan@gmail.com)

Certified IT Tech 3+ Years Experience

Highly Personable IT Tech seeking to advance career and expand network.

10+ years of customer service experience and highly regarded employee.

**IT Experience and Skills**

Highly proficient in Windows, Linux, MacOS

Working proficiency in Network systems, Windows Server, Command Line

Fast and accurate Troubleshooting and error diagnostics

Excellent execution of application backup and update rollout

Fantastic oral and written communication skills

Top tier collaborative and multi-tasking abilities

Strong ability to learn new technologies and utilize them in

customer-facing environment

**Work Experience**

**Shift Lead - Mr. Z’s Crepes and Teas,** Watsonville, Ca Feb. 2020-Aug.2020

Train team members and guide team in assisting customers

Troubleshoot and repair of POS system and WI-FI

**Bartender - Jaliscos Mexican Restaurant,** Watsonville, Ca Dec. 2017 - Jan. 2019

Manage bar and till, serve and assist customers in timely manner and keep stock

**Bartender - California Grill,** Watsonville, Ca July 2014 - June 2015

Manage service bar and act as server for bouquets and business meetings

**Cashier – Forever 21,** Santa Cruz, Ca July 2012 – May 2013

Ringing up customers in a fast and polite manner - close store at end of night

**Care Taker- In Home Supportive Services,** Watsonville, Ca April 2012- June 2013

Caring for elderly or disabled - performing physical therapy to rehabilitate clients

**Shift Supervisor - Yogurtland**, Capitola, CA July 2011- March 2012

Management of sales and workers, safe and till management - Create and maintain social media

**Barista: Shift Lead– Tapioca Express**, Gilroy, CA August 2010- July 2011

Opening/Closing the store without assistance, Training others on recipes and procedures

Creating/Managing Social Media

**Education and Training**

**CompTIA A+ Certification**  Valid Nov. 2020 - Nov. 2023

Passed 1001 and 1002 core exams from CompTIA

**Food Safety First Principles: Food Handler Training Program** Valid July 2014- Present

National Registry of Food Safety Professionals,

[**NRFSP.com**](http://nrfsp.com)

**LEAD Certified: Licensee Education on Alcohol and Drugs** Valid Oct. 16, 2017 - Present

California Department of Alcoholic Beverage Control's Licensee

Education on Alcohol and Drugs (LEAD) Alcohol Seller/Server Training Program

[**Leadinfo@abc.ca.gov**](mailto:Leadinfo@abc.ca.gov)

**References**

*Alyssa Green, Manager “California Grill” (831) 840-5027*

*Mauricio Rodriguez, trained as co-lead Bartender, “California Grill” (831) 254-6304*

*Leslie Ruiz, Manager, “Forever 21” (831) 824-9811*

*Erik Chau, assisted in family’s donut shop “Donut King” (831) 359-0041*

*‘Rocky’ Patel, Owner, “Mr. Z’s Crepes and Teas” (831) 406-9229*

*Randi Barton, Manager “Mr. Z’s Crepes and Teas” (714) 333-7455*