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| justin myers  9501 W Sahara Ave Apt 1066 Las Vegas, Nevada 89117 702-686-7730  Myers6890@gmail.com |
| Skills  |  |  | | --- | --- | | * Computer Skills –Windows XP to Windows 10 * Self-Driven * 5+ Years Management experience * Detailed Oriented | * Excellent Communication Skills * CompTIA A+ Certified * CompTIA Network + Certified * Microsoft Word & Excel Certified (Office 365) * Looking to Exceed Expectations | |

# Experience

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| June 2019 – PresentDesktop Support Technican, Duke Of COmputers  * Diagnose, troubleshoot and repair devices * Explain complex technical issues to customers in a non-technical, simple to understand manner * Keep track of all devices and inventory while safeguarding all store stock * Provide recommendations for problem resolution * Maintain the cleanliness and professional appearance of the store * Ensure that all repairs meet or exceed quality standards  March 2019 – March 2020Warehouse specialist, Desert Fastners and supplies  * Pull orders for customers ensuring correct items are pulled and document back orders * Work with Inventory and Purchasing team to correct inventory errors. Review ways for correction * Assist in tool room by diagnosing malfunctioning tools and determine cause and fix/replace all faulty parts * Suggest ideas on ways to improve order pulling, inventory and day to day operations * Work with team to ensure task are completed on time and that we can meet deadlines  October 2016 – March 2019in vehicle technology and detailing manger, frias transportation management  * Diagnose Credit Card machines for error boots and equipment problems. (Windows 7 OS) * Schedule and facilitate all inspection with the state agencies * Ensure consistent process executed across multiple shifts * Provide and implement recommended paths of improvement * Expedite the on-boarding and off-boarding of fleet vehicles * Ensure proper billing of parts on repair orders * Develop measurable goals, plans and coordinates projects * Maintain the standard and quality of service of the organization |
| august 2015 – sepetmber 2016shift supervisor and lead technician, batteries plus bulbs  * Participate in retail store and commercial sales activities to achieve sales goals. * Demonstrate a customer first mentality. * Perform repairs on smart phones and tablets * Safety Management. Load, unload, and deliver or arrange delivery of products. * Maintain retail shelf label pricing. * Lead and direct all store operations activities including purchasing, receiving, inventory management * Assist with selection and training of Store Associates |
| july 2014 – august 2015shop manager, danny’s ultimate marine  * Oversee marine and trailer repairs and ensure all customer receive top notch quality service. * Inspect and determine repairs necessary and inform customers of total cost of repairs. * Communicate with customer about unexpected repairs that cannot be determined without first diagnosing the true cause of problem. * Ensure all repairs are done in an orderly and timely fashion. Ensure parts are ordered and received. * Maintain correct inventory levels and reorder as necessary. * Complete proper documentation is completed on all repair orders and resolve any problems that may arise. * Ensure payment is collected and processed correctly and that all parts are stated on repair order. * Communicate with owner of anything necessary to improve shop production. Ensure that all pricing is correct at time of payment and that the customer is satisfied with repairs. |

# Education

* College of Southern Nevada, *Networking Administrator Associates* June 2019 *-* Present
* CompTIA A+ Certified June 2019 & Network + Certified December 2019
* Dell EMC Academic Associate, Information Storage and Management October 2019
* Completed Microsoft Windows 10 MD-100 Exam- Passed
* Currently working on MD-101 Certification

# Accomplishments

* Reduce cost and ensured productive was not affected within.
* Repaired $25,000 in equipment that was believed to be defective.
* Increased production by 50% with reduced staff and maintained high quality standards.
* Corrected safety concerns within multiple companies that I have worked for.
* Created tracking system to ensure faster repairs and increased production.
* Reduce shrinkage by over 50% by performing cycle counts.
* Been a team member on multiple safety teams.