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| Omar alvarez  22027 Ibex Ave, Hawaiian Gardens · (562) 787-8130  Omar.alvarez.m99@gmail.com · https://www.linkedin.com/in/omarmanzoalvarez/ |
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# Experience

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| november 2018 – presentdispatcher, santa maria pharmacy • Managed and delegated various routes to contracted personnel  • Resolved technical difficulties that would arise during business hours in a timely manner  • Handled customer requests while ensuring business needs were met  • Liaison between delivery drivers and pharmacy staff to ensure proper delivery of controlled medications  • Provide excellent customer service over the phone for all incoming phone calls |
| may 2018 – august 2018behavioral technician, the ho tai way • Accounted and administered controlled medication to rehabilitating patients.  • Maintained work area consistently clean and disinfected.  • Documented patient behavior and significant events over a large period of time. June 2017 – november 2018customer service representative, on teriyaki • Greeted customers upon entry to store and helped them with any questions and concerns regarding products. • Use a ticketing system to handle all transactions in a queue order  • Handle multiple payment methods on a point-of-sale system • Ensure all customer needs are attended for in a rapid manner |

# Education

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| may 2022Cybersecurity certificate, cerritos college  * Computer Programming Logic * CCNA Introduction to Networking * TCP/IP Fundamentals |
| june 2017high school diploma, artesia high school  * 3.5 GPA * Honor Roll * Computer I/II: Fundamentals of Information Technology |

# certifications

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| * CompTIA A+   + In Progress (December 2021) * CCNA   + In Progress (June 2022) | * Google IT Support Professional   + Acquired June 2021 * CCNA Introduction to Networks   + Acquired May 2021 |

# skills

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| * Leadership * Installation and maintenance of hardware * Bilingual: English and Spanish * Linux | * Microsoft Office * Google suite * Multi-tasking * Troubleshooting Hardware/Software |