**BRENDA GONZALEZ**

(714) 618-3593 | [br3ndaa.g0nzalez@gmail.com](mailto:br3ndaa.g0nzalez@gmail.com) | 415 Lakeview Rd. Lynnwood, WA 98087

**SKILLS**

|  |  |  |
| --- | --- | --- |
| * Bilingual * Public Speaking * Software Installation * Customer Service * Desktop Support | * Event Planning * Troubleshooting * Organized * Computer Savvy | * Communication * Multi-Task * Stress Resistant * Dependable |

**WORK EXPERIENCE**

***University of California Riverside Police Department – Information Technology Technician***

3500 Canyon Crest Dr. Riverside, CA 92507 | October 2019 – June 2020 (due to COVID-19)

* Provide support to DOJ (Department of Justice) domain
* Update most recent computer software
* Lifecycle inventory and maintenance
* Install and replace technology equipment
* Microsoft Office troubleshooting
* Provide technical desktop hardware, software, and network support to end users

***Olive Garden – Waitress***

22880 Centerpoint Dr. Moreno Valley, CA 92553 | August 2019 – April 2020 (due to COVID-19)

* Conduct cash and credit card transactions
* Manage large parties with other server(s)
* Solved concerns guests had for their overall satisfaction

***Bob’s Big Boy Restaurant – Waitress***

5321 Hamner Ave Norco, CA 92860 | July 2017 – March 2019

* Overlooked the restaurant during final business hours
* Managed large parties
* Managed my time in order to benefit the customer

***After School Program Coordinator Community Settlement Association – Tutor Instructor***

4366 Bermuda Ave Riverside, CA 92807 | October 2016 – June 2018

* + Certified to work with children / background check
  + Responsible of children between the ages of 5–12
  + Organized events inside the program

***IHOP – Waitress***

131 N Kraemer Blvd. Placentia, CA 92807 | March 2014 – September 2016

* Customer service
* Clear communication and understanding of everyone
* Precise money records during shift

**VOLUNTEER / LEADERSHIP EXPERIENCE**

***Brothers and Sisters Against Violence*** |2017 – 2020 @ University of California, Riverside

***C.A.R.E. Peer Educator*** |2018 – 2020 @ University of California, Riverside

***Alpha Chi Omega*** *|* 2016 – 2020, Iota Xi Chapter @ University of California, Riverside

**EDUCATION**

***University of California, Riverside***

Fall 2016 – Spring 2020 | Bachelor of Arts – Anthropology

**University of California Educational Abroad Program (UCEAP)**

Spring 2019 | Multi-City – Rome, Italy & Madrid, Spain

***Cypress High School***

2012 – 2016 | High School Diploma