**Armando A. Rosas**

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## EDUCATION/ CERTIFICATES

* **Team Treehouse**
* Front End Developer Program (in progress)
  + CSS
  + HTML
  + JAVASCRIPT
  + PHP
  + SQL

* **FreeCodeCamp**
* Responsive Web Design Certification (in progress)
  + HTML
  + CSS
  + Intro to Computer Science- Harvard’s CS50
* **SoloLearn**
* SQL Certification
* CSS Certification
* HTML Certification
* PHP Certification
* **Skagit Valley College**
* ATA- Automotive Technology
  + All 8 NATEF “Award for Excellence” Certificates
* **Divers Institute of Technology**
* ADCI and DCBC Surface Supplied Diving Certifications
* **Upper Columbia Academy**
* High School Diploma

# SUMMARY OF QUALIFICATIONS

* Proficient in Spanish and English
* 7+ years customer service
* 2+ yrs using multi-line phone system
* Cultivated relationships with customers to improve upselling and customer retention
* Frequently manages team and solo projects
* Experience in customer relations and customer retention, resolving difficult issues, and improving customer satisfaction
* Always seeks to learn new skills in order to perform tasks more efficiently
* Responsible for managing weekly, bi-weekly, and monthly shop inventory
* Willing to tackle projects that increase work efficiency
* Self-motivated to drive new business and meet goals
* Experienced using Microsoft Suite (Word, Excel, PowerPoint)

**ACHIEVEMENTS**

* Designed and implemented bench-testing procedures that decreased field repair times by up to 75%
* Tested and implemented new technique that reduced average customer wait times
* Improved work stations in shop and increased work efficiency by up to 50%
* Successfully trained multiple new hires across different companies

# PROFESSIONAL EXPERIENCE

* **Auto-Chlor Systems -** Everett, WA 2018-Present
  + **Service and Sales Representative -** Build and maintain customer relations, service and maintain customer equipment
  + **Machine Rebuilder -** Rebuild equipment, project managing, dispatching field workers, troubleshooting equipment
* **Rodland Toyota -** Everett, WA 2013-2017
  + **Shipping and Receiving -** Filing: warranty, damage, and return claims
  + **Automotive Technician -** Maintenance, diagnosis, and troubleshooting vehicles, customer service
* **Express Diving Services -** Lacey, WA 2013-2017
  + **Commercial Diver –** Senior subsea operations lead
* **Global Diving and Salvage -** Seattle, WA 2008-2010
  + **Diver/Tender –** Deck and subsea operations

*References available upon request*