Jorge E. Nunez

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# SUMMARY

Driven technical expert specialized in customer service and creative problem solving. Motivated leader who strives to inspire peers and leaders to think outside of the box. Recognized for creating self-driven and performance focused habits that gives teams the ability to outperform and deliver results.

# EXPERIENCE

## IT Support Engineer | First Foundation BANK | 2020-Present

* Support End Users with day to day tasks remotely and in-house in a timely manner via phone, email, and our ticketing system.
* Managed Citrix environments, Active Directory and Microsoft 365.
* Lead trainings to familiarize our users with new software.
* Assist users with Microsoft Teams, Cisco WebEx – teleconferencing, Zoom and any other forms for video calling.
* Setup and deployed new desktop hardware and printers.

## Assistant Store Manager | Microsoft | 2019-2020

* Manage and developed team to drive results leading to a great impact in consumer sales and relationships with enterprise customers
* Lead the Store Team into surpassing our goals this Holiday season fulfilling our consumer and business revenue metrics
* Provided a positive work environment which built a stronger team that was eager to assist one another to deliver world class customer service

## Services Advisor | Microsoft | 2015-2019

* Provided desktop support to various business and consumer customers with hardware and software issues. Using my troubleshooting skills, I delivered very quick and proper resolutions which created a positive relationship with our customers.
* Accurately managing and streamlining the processes of the Services Team to increase productivity and effectiveness in business, which resulted in increase of sales by the Service Team while maintaining a quick turnaround for resolving our customers technical need
* Facilitated enterprise training to large groups in Microsoft Teams, OneDrive, and SharePoint
* Lead the Services Team in our Mobile Phone support in Outlook Mobile, providing Tier 1 support to help generate revenue and higher appointment counts for the team.

# EDUCATION

## Irvine Valley College

Relevant Coursework Includes

* Introduction to Computer Sciences
* Introduction to Computer Programming

**Beckman High School | High School Diploma**

# Skills

* Active Directory
* M365 / O365
* Azure Device Management
* Cisco Call Manager
* Cisco WebEx
* Jabber
* Microsoft Teams
* Exchange on Prem
* OneDrive
* SharePoint
* Zoho Service Desk
* IT Glue
* Citrix Director
* Wyse Management
* OKTA
* Bomgar
* Mimecast
* Windows / MacOS / iOS / Andriod