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| **Samuel S. Pessoa**  4565 ½ W 159th St  Lawndale, CA 90260  (310) 709-9807 pineapplepessoa@gmail.com | |  |
| **EDUCATION Cypress Community College**  Majoring in Business Management |  |
| **EXPERIENCE** **Legal Aide** |  | Marina Del Ray, CA |
| Helpdesk Support Technician |  | February 2019 - Present |
| **Apple Retail** |  | Canoga Park, CA |
| Technical Expert |  | July 2018 - February 2019 |
| **Apple Retail** |  | Canoga Park, CA |
| Tech Specialist(FRS) |  | May 2015 - June 2018 |
| **Dollar Tree** |  | Los Alamitos, CA |
| Cashier/Assistant Manager |  | February 2013 - Nov. 2014 |
| **Pizza Hut** | Fussa, Japan | |
| Cashier/Assistant Manager  **QUALIFICATIONS Current Skills** | June 2012- August 2012 | |

* Proficient in assessing customer’s support needs
* Swift in providing customers solutions
* Thrives in a fast-paced environment and excels under pressure
* Manages time adeptly and steps up to make smart decisions quickly
* Maintains composure and customer focus when troubleshooting and solving issues
* Reassures customers when explaining diagnoses and presenting solutions

**Interpersonal Skills**

* Fostered diversity awareness and respect for cultural differences in the work place
* Successfully applied problem-solving skills as challenges arose in the workplace **•** Trained and mentored new employees and used discretion when providing feedback
* Excelled when working as a part of a team in various tasks and projects.