**Customer Service Professional**

A committed team player and self-driven professional with a degree in Business Information Systems seeking an opportunity as an IT Technician at Z Networks to apply my formal education and interpersonal skills to take on various challenges and grow and learn more about the industry and IT solutions available. Gave IT support for mobiles devices, computers, and printers to clients with varying knowledge as a Geek Squad Consultation Agent. Also currently working towards a CompTIA A+ certification.

**Areas of Expertise**

|  |  |
| --- | --- |
| * Customer service | * Self-motivated learner |
| * Documentation | * Software |
| * MS Suites * Active Directory | * Windows OS * Hardware |

**Education and Training**

**CompTIA A+ Certification**

* CompTIA A+ 220-1001
* Estimated Completion date: **August 2020**

**Google IT Support Professional Certificate**

* A five-course IT support program designed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security.
* Completion date: **May 2020**

**AASP Certification**

* Apple Authorized Service Provider Repair Certification designed by Apple, that covers software and hardware issues and how to repair iPhones, iPads, Macs, iOS, and MacOS.
* Completion date: **April 2020**

**California State University, Fullerton 2013 – 2018**

* Business Administration – Information Systems and Decision Science

**GED/Diploma Type 2009 – 2013**

* Rosemead High School

# **Work Experience**

## **Consultation Agent, Geek Squad – Best Buy, West Covina, CA** **Nov. 2019 – Apr. 2020**

* Remain up to date on the latest technologies and solutions applicable to company products.
* Provided clients with best solutions for individual needs.
* Provide one-on-one training with clients of all levels two times weekly.
* Setup, install, and configure computer and mobile devices.
* Diagnose and resolve issues with mobile devices, computers, printers.
* Created cases and claims for damaged, lost, or displaced packages in system software.
* Utilize company software, NOVA, for documenting all issues.
* Followed and maintained Precinct SOP including checking functionality of returns, processing unit shipping and receiving.
* Demonstrate repairs to clients on pickup.
* Currently on furlough due to COVID-19.

## **Sales Associate, Best Buy, West Covina, CA** **Nov. 2018 – Nov. 2019**

* Greeted customers in a timely fashion while quickly determining their needs.
* Build relationships with customers to ensure complete satisfaction and increase likelihood of repeat business.
* Recommended solutions to customers based on their needs and preferences.
* Assisted with ordering and inventory of products.
* Process monetary transactions using a POS system.
* Received several positive comment cards submitted by customers.

## **AVID Tutor, Yorba Linda-Placentia Unified School District, Placentia, CA** **Mar. 2017 – Jun. 2018**

* Taught various subjects to 50 total students ages 12 – 17.
* Created a positive atmosphere that is inclusive and encourages study.
* Explained concepts of subjects in-depth.
* Posed questions to students to promote critical thinking.
* Maintained discipline in accordance with the rules of the school.

**Skills**

* Excellent communication and interpersonal skills.
* Adaptability in teamwork environments.
* Able to work for continuously for long hours including while performing active work, bending, and climbing.
* Exceptional organizational and time management skills.
* Customer-oriented, keen with detail and is capable of multi-tasking.
* Knowledge of privacy and security systems and measures.