Abraham Castillo

**Key Skills**

Tier I Desktop Support | Phone and Online | Networking Hardware Devices | Desktop | Laptop Computer Troubleshooting | Strategic Sales & Business Growth | Project Management | Event Planning | Scheduling Strong Understanding of TCP/IP Concepts | Cloud Computing Concepts | Google Cloud G Suite | Tableau | Cloud Based CRM | Data Analytics | Communications Skills: Verbal | Written | Presentation | Commercial | Enterprise Account Management | Operating Systems Installation | Windows | MAC/Linux | Investigation | Root Cause Corrective Action Activity | **Software:** Mac OS | Windows OS | iOS | MS Office (Word, Excel, Access, PowerPoint) | Acrobat Reader | **Hardware:** RAID Technology | Data Storage | Hard Drives (internal/external/removable) | Network Cards, Sound Cards, Graphics Cards, RAM, Internal Power Cabling, Power Supplies, BIOS Upgrades/Flashes | *Bi-lingual: English and Intermediate Spanish | read, write and speak*

*A dedicated employee and leader prepared to work extra hours, take on additional training or whatever it takes to get the job done promptly and precisely.*

**Profile**

Customer-focused Desktop Support Student with hands-on experience in computer operating system applications and hardware. Exceptional business operations and sales communication skills; consistently turn around underperforming organizations and resolve problems that have defied solutions. Build, lead, and motivate teams that exceed expectations in support of operational goals. Enable companies to scale operations to the next level by thorough analysis, innovation, and effective use of technologies. Serve as a compelling advocate to strengthen customer satisfaction and retention.

**Desktop Support | Information Technology**

Highly adept at technology needs assessment; formulate, establish and police data systems quality assurance controls to ensure successful practice and compliance of all data management systems. Increased production and profits through the re-engineering of catering and food service operations, procedures and policies, and integration of current underutilized production programs.

**Operations Management | High Level Customer Relationship Building**

Lead operations, maintenance and support of complex processes. Over 15 years of experience developing creative business solutions, leveraging diverse methodologies and delivering solutions for leading organizations.

Drove weekly sales activity for a fortune 500 company. Developed customer marketing and outreach program that spurred a triple increase in revenue from 3K to 21K, while increasing customer retention.

**Leadership | Training**

Document, implement and monitor food preparation quality assurance procedures and ensure their implementation on all levels including customer relationship management, contract drafting, onboarding management, financial data verification, database updating, vendor compliance, and management approval.

**Employment History**

Edmonds College | Desktop Support Specialist | Lynnwood, WA | **Student** Mar 2020– Present

In the process of completing Desktop Support Training gaining skills in

* Installing new programs, managing updates and providing technical support.
* Diagnosing and resolving technical issues with hardware or software systems.
* Assessing user needs and recommending technical solutions such as patches, upgrades and enhancements.
* Documenting technical support procedures and maintaining customer records.
* Speaking with users over the phone, in person or via online chat to understand and troubleshoot technical issues; determining the need for and subsequently providing system configuration.
* Completing thorough installations on the client environment by taking backups of data, upgrading systems and installing new software or hardware solutions.

Walla Walla Farms Cafe and Catering | Seattle, WA | **Catering Sales Director** Jan 2020 – Mar 2020

* Directly responsible for execution of the Catering Program based out of Seattle location.
* Oversee the positions of the Catering Coordinators and Production Cooks.
* Responsible for Daily Reports, Production, Staging, Routing, and Performing Deliveries.
* Implemented the Cater Zen/RCS Customer Relationship Management system fully into the operations to control cost, inventory, and production.

Evergreens Salads | Seattle, WA | **Lead Catering Prep | Driver** Aug 2017 – Jan 2020

* Perform as Prep and Production Cook for catering and enterprise accounts. Recipe writing and development for soups, sauces, dressings, and grab and go deli salads.
* Training and development of new employees in prep and utility roles.
* Provide daily delivery to Enterprise Accounts and Evergreens locations throughout the Metro area.
* Deliveries include prepared foods from Commissary to Catering Accounts as well as Wholesale Large batch production items for each of the 15 Evergreens Salads locations.

Consolidated Supply Co. | Seattle, WA | **Warehouse Associate** Jan 2017 – Aug 2017

* Order picker for plumbing, waterworks, and heating supply warehouse.
* Received product knowledge from Forklift and Order Picker Certification.
* Responsible for training new temporary employees and preparing them for direct hire.

Panera Bread, Co | Seattle, WA | **Catering Coordinator** Jan 2012 – Feb 2017

* In charge of Daily Production and Coordination of delivery of Catering orders.
* Led a team of 5-10 assisting coordinators at the Seattle and Bellevue locations.
* Managed Event Planning, account maintenance, marketing, and quarterly sales calls.
* Led the increase in weekly catering sales from $3k to $21k at Seattle Location in 2013.

The Wild Rose Bar and Restaurant | Seattle, WA | **Kitchen Manager** Jan 2006 – Jan 2015

* Short order Line Cook/Baker and Bartender
* Managed a rotating group of employees and community members.
* Inventory Management for both Kitchen and Bar.
* Recruitment and Hiring for prospective cooks and seasonal employees.

**Education & Training**

**Certification | Salesforce Administrator |** Salesforce Trailhead | 2020 - 2021

**Certification | Desktop Support |** Edmonds College, Lynnwood WA | 2020

**Certification | General Education Development |** Shoreline Community College, Shoreline WA | 2003

**High School |** Shorewood High School, Shoreline, WA | 1997 - 2001

**Community Involvement**

**PTA Advocacy Chair** | Puesta Del Sol Elementary | Bellevue, WA | Sep 2015 - Jun 2016

**Bellevue Schools Foundation Ambassador** | Puesta Del Sol Elementary | Bellevue, WA | Sep 2015 - Jun 2016

**Reflections Competition Co-Chair** | Puesta Del Sol Elementary | Bellevue, WA | Nov 2015 - Apr 2016 **Grant Writing Committee** | Puesta Del Sol Elementary | Bellevue, WA | Dec 2015 - Jun 2016

**Coach/Manager** | Bellevue Thunderbirds Little League Softball | Bellevue, WA | Mar 2016 - Current

**Coach** | Lake Hills Soccer Club | Bellevue, WA | Aug 2017 - Nov 2017

**Assistant Coach** | Newport FC, U9 | Bellevue, WA | Aug 2018 - Nov 2018

**Player Agent/Board Member** | Bellevue Thunderbirds Little League | Bellevue, WA | Jan 2019 - Dec 2019