Ricky Gonzalez

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# Objective

| To provide the best technical support possible with my knowledge in Web Design, programming, and hardware and software troubleshooting. |
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# Skills & Abilities

| * Proficient in Microsoft Word, Excel, and PowerPoint * Intermediate Skill level and ability to communicate code with programmers in the following languages: Java, C++, Python, SQL, HTML, CSS, and Bootstrap * Support, Troubleshoot, and maintain desktops, laptops, and printers * Proficient in upgrading software and hardware for laptops and desktops * Knowledge in AWS |
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# RECENT Experience

| May 2012 - Present | Executive Assistant,  Kaparis Corporation   * Designed online platform in order to enter online market previously un-catered to resulting in an increase in sales * Act as liaison between web designer and owner * Add/Remove/Update Student information in database * Provide owners and end users with technical support * Provided post-purchase support * Schedule appointments and provide back-up administrative support for the Presidents of the company * Manage Business Affairs with processing and tracking all payments, electronic and hard copy paperwork administration, billing and other general business affairs duties * Answer telephones, copy and fax, file, and coordinate general office needs * Book conference rooms with outside vendors and ensure each vendor gets paid in a timely manner * Keep a log of all students enrolled to participate in each class and follow up a day prior to class to remind them of details |
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| August 2, 2020 – September 24, 2020 | Enumerator,  US Census Bureau   * Conduct in person interviews for residents who did not respond to the US Census * Inform and ensure respondents on the confidentiality of their answers * Inform respondents on the benefits of completing the Census * Interview proxies to obtain information about an original respondent's address * Fill in pertinent notes about respondents |

# Education & certificates

| September 2016 – May 2019 | Bachelors of Science in Computer Information Systems, Cal State LA  CompTIA A+  CompTIA Network + (In-progress)  CompTIA Security + (In-progress) |
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