

# Denis Diaz

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## CERTIFICATIONS

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- CompTIA A+ Certified
- CompTIA Network+ Certified

## WORK EXPERIENCE

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### Warehouse Logistics / Printer Technician

May 2020 - Current

*Victory Tailgate*

*Orlando, FL*

- Coordinated the packaging and shipment of more than 500+ products a day.
- Assisted in resolving basic troubleshooting issues with office/industrial printers as needed. This involved anywhere from network issues to software-related issues.

### Master Driver

December 2018 – May 2020

*Papa John's*

*Kissimmee, FL*

- Personally undertook the training of more than 10 individual drivers.
- Resolved an average of 3 customer problems daily. Followed up with customers afterwards to ensure customer satisfaction.
- Prepped and delivered 20 orders daily in a fast and productive manner.

## EDUCATION

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### Valencia College

Spring 2021

*Associate of Arts in Information Technology*

*Kissimmee, FL*

### Lambda School

2020

*Web Development Boot Camp*

## SKILLS

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- **Skills:** Microsoft Windows, macOS, iOS, Microsoft Windows Server, Desktop Support, IT support, HTML5, CSS3, JS, React.JS, Leadership, Customer service, Adaptability, and Bilingual.