



# CARLOS ORDONEZ

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## Summary

Technologically-savvy with proven customer service, time management and multitasking abilities. Attentive to customer needs and able to break down technical problems to develop effective solutions. Hardworking, accustomed to fast-paced call center environments. Quickly and effectively understands, documents and resolves customer concerns, driving satisfaction while meeting demanding business objectives. Focused Client Service Associate proudly offering a background in troubleshooting and problem-solving to ensure client expectations will be exceeded. Courteous and cordial with the desire to contribute to team-based environment. I am looking forward to god opportunities, with clients, or in new workspaces. I believe that every company should have a bright and outgoing team.

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## Skills

- Full-stack development
- Debugging
- Wireframes
- Data management
- UI updates
- AMX proficiency
- Skilled in maintenance and organization
- Sound decision-making skills
- System installation and repair
- Working collaboratively

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## Experience

### Geek Squad

11/2020 - Current

Bestbuy.Com | New York, NY

- Performed researched analysis to ascertain detailed client need.
- Oversaw project schedules and evaluated progress toward important milestones at every phase of project.
- Transported and installed equipment for live events, including weddings and concerts.
- Reviewed drawings, blueprints, schematics and service manuals to identify technical requirements.
- Integrated professional audio/video systems and provided technical assistance to resolve issues.

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## Education and Training

### Programming/web Development: Web Development

Expected in 07/2021

Columbia University in The City of New York | New York, NY