

Everett Huerta

San Antonio, Texas

everett.huerta93@gmail.com

210-317-1526

Summary

- Innovative team player with eight years of experience in customer service and problem solving. Has five years of experience in telecommunications, and technology troubleshooting with AT&T. Has a positive attitude, strong work ethic, and is ambitious to pursue growth with their employer. Future graduate of University of Texas at San Antonio school of Data Science.

Education

University of Texas at San Antonio

Certified Full-Stack Developer

Completion date: June 2020

Highlights

- HTML
- CSS
- JavaScript
- Professional in Telecommunications
- Fiber Optic Skills
- Technology Support
- Intro to Networks (CCNA 1)
- Routing and Switching Essentials (CCNA 2)
- Scaling Networks (CCNA 3)
- Connecting Networks (CCNA 4)
- Interpersonal Communication Skills
- Microsoft Office Suite (MS Word, MS Excel, MS PowerPoint)
- Customer Service
- Working knowledge of physical IT infrastructure

Employment History

AT&T – San Antonio, TX

Premise Technician – July 2014 – December 2019

- Professional in telecommunications
- Works on outside plants from copper to fiber optics
- Provides technical support to customers and teammates

- Efficiently installs and configures U-verse, DirecTV, routers, and cable boxes
- Effortlessly meets monthly performance goals
- Provides exceptional customer service, and exceeds expectations to meet customer satisfaction
- Frequently mentions other products to promote an upgrade or different sale

HEB – San Antonio, TX

Overnight Stocker – September 2013 – July 2014

- Strategically organized products on shelves
- Replenished aisles with low stock products
- Stored away and organized overstock items
- Operated heavy machinery such as forklifts daily
- Provided customer service when necessary

HEB – San Antonio, TX

Deli Worker – April 2012 – September 2013

- Provided customer service by effectively answering customer questions and concerns regarding products
- Sliced, packaged, labeled, and rotated products for selling purposes
- Properly handled and maintained operation of all equipment

Whataburger – San Antonio, TX

Team Member – February 2011 – April 2012

- Efficiently took and prepared orders
- Lead training sessions for new team members
- Worked with heavy cooking equipment daily
- Provided outstanding customer service by offering a quality dining experience to customers
- Tended to daily operations and kept up the working area