

Contactar

(562)-544-7106 (Mobile)
fangulo82@gmail.com

www.linkedin.com/in/fernando-
angulo-donoso-b3749026
(LinkedIn)

Aptitudes principales

Personal Training
Leadership
Fitness

Languages

English (Professional Working)

Certifications

System Administration and IT
Infrastructure Services
Operating Systems and You:
Becoming a Power User
Google IT Support Professional
Certificate Specialization
IT Security: Defense against the
digital dark arts
Technical Support Fundamentals

Fernando Angulo Donoso

Bilingual Software Technical Support at Gradelink
Newport Beach

Extracto

“... I'm talking about an environment in which excellence is noticed and respected and is in the culture. If you have that, you don't have to tell people to do excellent work. They understand it from their surroundings.” – Steve Jobs

Beginning my passion for quality customer service, IT support, creative problem solving, and helping my team to succeed — I am proud of my career progression as an Associate Technician, Google Ads Quality Rater, and Quality Assurance Translator. I love challenges, working with diverse customers to understand what their IT needs are, and using my knowledge to help them.

My experience includes IT support, training, iOS troubleshooting and fixes, hard drive reformat, computer reimaging, site performance evaluation, and thriving in high traffic, deadline-driven environments that are dedicated to quality performance and ensuring customers have a positive experience. I have earned a reputation for ensuring the highest levels of quality, efficiency, value, and professionalism in how IT operations are run, and client projects are completed..

What sets me apart from other IT support specialists is a unique, 360° understanding of business needs with an ability to leverage strong communication skills and knowledge of technology to ensure the corporate vision is executed. Past select accomplishments include:

- * Major contributor to significant application release, Pimsleur Unlimited; translated 500+ text strings from English to Spanish for mobile app.
- * Evaluated effectiveness of Google advertisements; advising on new initiatives to improve performance.
- * Analyzed product vs. computer image for imperfections and provide rating (pass, fail, hold).

* Influential member of a top performing team of advertising and technical personnel, tasked with QA/QC analysis of online advertising on major search engine platforms.

LET'S CONNECT

Experiencia

Gradelink

Bilingual Software Technical Support

febrero de 2019 - Present (2 años 1 mes)

Foothill Ranch, CA

Provide assistance and technical support to schools on how to use the Student Information System Software from Gradelink and help with any technical problems that the user may experience.

Training clients in using various aspects of the software.

Answer English and Spanish speaking clients's inquires via phone, email and/or chat. Gather appropriate info regarding client issues.

Assist clients troubleshooting; escalate calls to Tier 2 support, as needed.

Timely resolution of issues, following up with clients to ensure satisfaction.

Assist with documentation; test new product/feature updates.

Perform the implementation process creating the database for the new schools.

The Dream Junction

Quality Control

2018 - enero de 2019 (1 año)

Orange County, California Area

Analyzed product vs. computer image for imperfections and provide rating (pass, fail, hold). Performed inventory management processes (machine operation, receiving, stocking, shipping).

* Managed quality and consistency of inventory items; ensured accurate location of garments and items throughout the inventory system.

* Delivered effective JIT inventory management to ensure achievement of the picking process in a timely and efficient manner.

ENTERPRISE DATA TECHNOLOGIES, Inc.

QUALITY ASSURANCE TRANSLATOR

2017 - 2017 (menos de un año)

Santa Ana, CA

Leveraged top-level technical experience to provide Quality Assurance insight; translated English strings to Spanish for app content. Quickly learned industry best practices.

- * Collaborated with diverse teams of developers to provide testing oversight. Ensured all issues and bugs were managed effectively. Ensured quality of the translations provided for the app.

- * Major contributor to significant application release, Pimsleur Unlimited; (www.enterprisedatatechnologies.com/) translated 500+ text strings from English to Spanish for mobile app.

ZeroChaos

Ads Quality Rater

2014 - 2016 (2 años)

Orlando, Florida, Estados Unidos

Influential member of a top performing, cross-functional team of advertising and technical personnel, tasked with QA/QC analysis of online advertising on major search engine platforms; reviewed Castilian Spanish and English content to enhance user experience. Tracked content; advised on visual quality of advertisements; assessed quality of advertiser's websites.

- * Evaluated effectiveness of Google advertisements; advising on new initiatives to improve performance.

- * Reported on fraudulent and inappropriate content

- * Interpreted user query data, deliberated on mobile website design, and evaluated site performance.

LA Fitness

Personal Trainer

2013 - 2014 (1 año)

Greater Los Angeles Area

Responsibilities

Taking clients through their workouts and provide clients with suggested cardiovascular routines as requested Advise clients of what to do during their "off day" when they are exercising on their own

Positive fitness role model for all our clients and club members

Provide clients with a productive, challenging and exhilarating workout experience with safe and proper exercise technique

Set expectations and hold clients accountable to their comprehensive fitness programs through goal setting, follow up discussions, and tracking progress

General nutrition orientation

24 Hour Fitness

Personal Trainer

2013 - 2013 (menos de un año)

Advised clients on workouts, nutrition, proper form, and exercise science; served as positive fitness role model for all clients and club members.

- * Delivered challenging and rewarding workout experience, maintained safety and property technique throughout specifically designed exercise routines.

- * Prepared and delivered comprehensive fitness programs to assist clients in meeting personal and physical goals.

- * Maintained and monitored client health and fitness records; ensured company guidelines were followed.

Educación

Universidad Europea

Bachelor's Degree, Sports Science · (2004 - 2010)

Universidad Politécnica de Madrid

NSCA Certified Personal Trainer, Sports Sciences · (2011 - 2011)

University of California, Irvine

Certificate Program, Business Administration · (2008 - 2009)