



# FERNANDO CRUZ

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## SUMMARY

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Motivated IT Support student and experienced retail operations professional transitioning into the Information Technology field. Proven background in inventory systems, team coordination, and hands-on technical troubleshooting. Certified in Google and Microsoft IT Support, with practical home lab experience in device recovery, printer configuration, and technical documentation. Eager to apply a strong work ethic, bilingual communication skills, and hands-on tech knowledge to entry-level IT roles.

## SKILLS

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- Technical Troubleshooting
- IT Documentation & Reporting
- Inventory & Asset Management Systems
- Customer Support & Communication
- Bilingual: English & Spanish

## EDUCATION

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<b>Systems Engineering Studies (No Degree Earned)</b>	<b>2011-2015</b>
Universidad Nacional de Ingeniería — Managua, Nicaragua	

## CERTIFICATIONS

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<b>Google IT Support Professional Certificate</b>	<b>Oct 2024</b>
Coursera	
<b>Microsoft IT Support Professional Certificate</b>	<b>Nov 2024</b>
Coursera	

## WORK EXPERIENCE

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<b>Scan Coordinator   City Market (Kroger)</b>	<b>Dec 2023 – Present</b>
El Jebel, CO	
<ul style="list-style-type: none"><li>• Manage weekly price changes using internal tagging and scanning systems.</li><li>• Validate shelf accuracy by replacing incorrect or missing price labels.</li><li>• Coordinate aisle signage and tag organization during store remodels.</li><li>• Utilize software tools for data entry, shelf mapping, and performance tracking.</li><li>• Assist customers in locating items during remodel disruption, improving satisfaction.</li></ul>	

### **Records Data Management Specialist | City of Aspen**

**Nov 2024– Currently**

Aspen, CO

- Digitized and maintained confidential documents using internal record management systems.
- Organized, indexed, and archived historical and current records in compliance with city data retention policies.
- Supported data entry and quality assurance efforts for internal databases and administrative forms.
- Ensured accuracy and accessibility of information for public records requests and audits.
- Collaborated with multiple departments to track document life cycles and improve digital filing workflows.
- Upheld strict data privacy standards and contributed to streamlined information retrieval.

### **Order Writer | Whole Foods Market**

**Nov 2022 – Nov 2023**

Basalt, CO

- Managed inventory levels based on forecasting and sales trends.
- Generated purchase orders and collaborated with suppliers.
- Maintained stock rotation and compliance with FIFO and food safety.
- Used data tools for tracking product movement and adjusting inventory strategies.

### **Kitchen Assistant Manager | Meat & Cheese Restaurant**

**May 2021 – Nov 2022**

Aspen, CO

- Led kitchen team and conducted training in food prep and safety.
- Developed seasonal menus and ensured high-quality standards.
- Monitored service, cleanliness, and staff performance.

## **TECHNICAL PROJECTS**

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#### **• MacBook Pro Recovery – Forgotten Password**

**Objective:** Regain access to a MacBook with a forgotten password and outdated system.

**Summary:** Performed a secure and ethical password recovery using Apple ID authentication and macOS Recovery Mode. Completed a system update, verified disk health, and provided guidance for long-term access and device maintenance.

**Skills Demonstrated:** Apple ID recovery, macOS utilities, secure device management, user education.

#### **• Epson EcoTank ET-4850 – Full Setup & Troubleshooting Guide**

**Objective:** Install and configure a wireless printer with scanner functionality on Windows 11.

**Summary:** Documented the complete setup process, including Wi-Fi configuration, firmware updates, scanner activation, and resolution of print spooler issues. Created a PDF guide with **visual steps and troubleshooting workflows**.

**Skills Demonstrated:** Printer & scanner configuration, Windows troubleshooting, technical documentation, remote printing tools.



# Microsoft

Aug 8, 2024

**Fernando Cruz Ramirez**

has successfully completed

**Introduction to Computers**

an online non-credit course authorized by Microsoft and offered through Coursera

*Marni Baker-Stein*

Marni Baker-Stein,  
Chief Content Officer

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Coursera has confirmed the identity of this individual and  
their participation in the course.



Aug 8, 2024

**Fernando Cruz Ramirez**

has successfully completed

**Technical Support Fundamentals**

an online non-credit course authorized by Google and offered through Coursera

**Google**

Google

**COURSE  
CERTIFICATE**



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<https://coursera.org/verify/8P6PAYRHSDD5E>

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