FERNANDO CRUZ

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SUMMARY

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

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

EDUCATION

Systems Engineering Studies (No Degree Earned)   **2011–2015**
Universidad Nacional de Ingeniería — Managua, Nicaragua

CERTIFICATIONS

Google IT Support Professional Certificate   **August 2024**
Coursera

Microsoft IT Support Professional Certificate   **August 2024**
Coursera

WORK EXPERIENCE

Scan Coordinator | City Market (Kroger)   **Dec 2023 – Present**
El Jebel, CO
- Manage weekly price changes using internal tagging and scanning systems.
- Validate shelf accuracy by replacing incorrect or missing price labels.
- Coordinate aisle signage and tag organization during store remodels.
- Utilize software tools for data entry, shelf mapping, and performance tracking.
- Assist customers in locating items during remodel disruption, improving satisfaction.

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

- **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
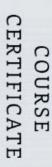
Aug 8, 2024

Fernando Cruz Ramirez
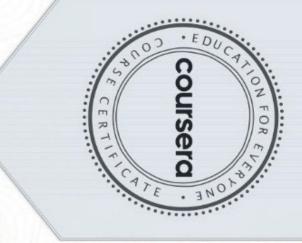
has successfully completed

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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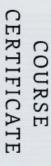coursera

Google

Aug 8, 2024

Fernando Cruz Ramirez

has successfully completed

Technical Support Fundamentals

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

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