

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

Oct 2024

Coursera

Microsoft IT Support Professional Certificate

Nov 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.



Aug 8, 2024

Fernando Cruz Ramirez

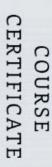
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Introduction to Computers

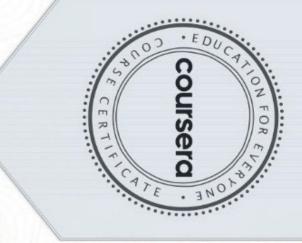
an online non-credit course authorized by Microsoft and offered through Coursera

Marri Baker-Seein

Marni Baker-Stein, Chief Content Officer



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Aug 8, 2024

Fernando Cruz Ramirez

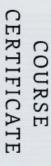
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Technical Support Fundamentals

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Google

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