

Franz Gregor Ignacio

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Professional Summary

I am currently a Customer Service Representative for Rapid Response Monitoring where I protect life and property by responding to alarms and dispatching emergency services when needed. Previously, I was an Unarmed Security Officer in the Healthcare Industry, adept at conflict resolution, risk identification, and maintaining a secure environment. With a keen eye for detail, I possess proficiency in Python, Java, C++, C, Assembly Language, and Ruby—most of my intermediate and advanced coding concepts were developed during my time as a student at the University of California, Riverside (UCR).

My professional journey includes valuable experience as a Tech Sales Associate at Staples, where I guided customers to optimal technology solutions and actively contributed to diagnosing and resolving technical problems.

I am a graduate as of August 2025. I am now a graduate of Southern New Hampshire University with a Bachelor's in Computer Science. I also graduated Cum Laude as well. I am eager to secure a dynamic cybersecurity internship. I bring a unique skill set developed through hands-on experiences at both UCR and Staples. Committed to swift learning, collaborative problem-solving, and contributing to a team environment, I aspire to grow into an entry-level analyst role, driven by my passion for ensuring the safety and security of digital landscapes.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Rapid Response Monitoring-Corona, CA

May 2024 to Present

- Built rapport with customers through active listening, empathy, and personalized interactions
- Managed a high volume of incoming calls as well as outbound calls
- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction
- Developed strong problem-solving skills through analyzing complex situations quickly while maintaining composure under pressure
- Served as a liaison between customers and other departments such as sales or technical support to ensure seamless communication
- Ensured speedy emergency dispatch in the protection of life and property.

Unarmed Security Officer

Securitas-Corona, CA

March 2022 to April 2024

- Proactive Incident Handling: Empowered to take decisive action within established regulations and protocols to effectively handle incidents, ensuring a prompt and secure resolution.
- Conflict Resolution Expertise: Applied strong conflict resolution skills to de-escalate situations and maintain a safe environment for healthcare staff and visitors.
- Risk Identification: Developed a keen eye for identifying potential risks, implementing preventive measures, and contributing to the overall security of the facility.

- **Vigilant Surveillance:** Maintained a detail-oriented approach to surveillance, effectively preventing security breaches and unauthorized access.
- **Collaborative Team Player:** Collaborated seamlessly with security teams, contributing to a supportive atmosphere and enhancing the overall effectiveness of security operations.

Easy Tech Sales Associate

Staples-Riverside, CA

June 2020 to March 2022

- **Customer-Focused Solutions:** Guided customers to optimal technology solutions by understanding their needs and recommending suitable products.
- **Technical Problem-Solving:** Actively contributed to diagnosing and resolving technical problems, showcasing hands-on troubleshooting expertise.
- **Sales and Service Excellence:** Provided excellent customer service, demonstrating a deep understanding of computer and technology products.
- **Consistent High Sales Performance:** Achieved high sales baskets consistently, meeting and exceeding established metrics.
- **Inventory Management:** Assisted with inventory tasks, ensuring sufficient stock on the floor to meet customer demands.
- **Sales Guidance:** Effectively guided customers through the sales process, ensuring a seamless and positive experience.
- **Efficient Returns Handling:** Managed returns efficiently with oversight, preventing losses to the store and maintaining customer satisfaction.
- **Collaborative Team Contributor:** Worked cohesively with team members to achieve sales targets and ensure a positive customer experience.
- **Product Knowledge:** Acquired in-depth knowledge of various computer and technology products, facilitating informed and confident customer interactions.

Education

Computer Science (Bachelor's)

Southern New Hampshire University-Remote

July 2023 to August 2025

- Graduated Cum Laude
- Concentration for Degree in Information Technology and Security

Computer Engineering (Some College Years)

UC Riverside-Riverside, CA

August 2018 to September 2021

Bachelor's degree

Skills

- Linux
- Azure
- Retail sales (2 years)
- Customer service (2 years)
- Heavy lifting
- Java

- Data Analysis Skills (4 years)
- Help desk
- C/C++ (8 years)
- Active Directory
- Dispatching
- Filing (1 year)
- Analysis skills
- Data Entry (2 years)
- Microsoft Office (5 years)
- Mobile devices
- Git
- Organizational skills
- Assembly
- Sales (2 years)
- Software troubleshooting
- Writing Skills (10+ years)
- Firewall
- Windows
- Security (1 year)
- Time management
- VPN
- Ruby (3 years)
- Python (2 years)

Languages

- Chinese - Beginner
- English - Expert
- Tagalog - Beginner

Certifications and Licenses

Alarm Company Employee

This BSIS card allows me to work as an employee at an alarm monitoring and dispatch center.

Guard Card

April 2022 to April 2026

This BSIS license certifies that I am licensed in the State of California to work as an unarmed Security Guard.

Secret Clearance