

Fernando Rosales

6614924861 | fernandorosales610@gmail.com | Riverside, CA 92506

SKILLS

- Verbal and Written Communication
- Microsoft Windows and Office
- Hardware and Software Repair
- Interpersonal Skills
- Fluent in Spanish
- First Aid/CPR
- Critical Thinking

EXPERIENCE

Geek Squad Consultation Agent, Best Buy, Geek Squad, November 2021-Current
Riverside, CA

- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.

EDUCATION AND TRAINING

Bachelor of Science
Computer Engineering, University of California, Riverside, Riverside CA Expected in May 2023

LANGUAGES

English:

Native/ Bilingual

Spanish:

Limited