

GEORGMANY RUIZ.

(929) 230-0993 | Georgmanyruiz90@gmail.com | <https://www.linkedin.com/in/georgmany-ruiz-12b47076>
Github.com/Georgmanyruiz | Georgmanyruiz.github.io/Chosen

IT SUPPORT/COMPUTER PROGRAMMING

Results driven, analytical technical support professional offering extensive knowledge of information technology systems. Highly effective communicator, outgoing representative with expertise in customer service. Natural problem solver and efficient troubleshooter; detail oriented and skilled in reaching successful solutions to often complex situations. Adept at monitoring network performance, completing back ups, and improving the quality and efficiency of network infrastructure.

Troubleshooting | Customer Service | Networks | Systems Evaluation | Process Improvement | Oral and Written Communication | Operating Systems | Teamwork | Mentoring | PC Hardware/Software | Mobile Devices

EXPERIENCE

Golden Repairs | New York, NY 2018 – Present

I.T. Support

Assisted clients with Software and Hardware Troubleshooting

- Removed Viruses and Malware such as (Trojan, Spyware, Adware)
- Educated clients on security measures for their personal computers.
- Selected to create PC builds for clients with budgets.
- Generated top quality service for clients.
- Served more than 30+ clients.
- Build websites with Front End development (HTML, CSS, Basic Javascript, Wordpress)
- Installed and Setup Printers and Networking Systems such as Routers, Switches and Network topologies

Aramark/Bronx Lebanon Hospital | Bronx, NY

2011 – 2017

Dietary Aide / Shift Supervisor / I.T. Support

Provided assistance for meal plans and databases of special diets

- Created formula and process to address patients diets, improved response process and resolution time.
- Trained new employees with the necessary skills to serve the facility.
- Selected to develop process for team to improve troubleshooting, discovery, resolution and documentation.
- Generated top quality service for both staff and patients.
- Served 100+ patients and 40+ staff.
- Captured detailed, clear, concise and actionable case notes for staff review, to ensure accurate documentation and follow up.

E-GameLand I.T. Dept. | New York, NY

2009 – 2011

Customer Service supervisor | 2010 - 2011

Customer Specialist/Technical Support | 2009 – 2011

Delivered customer solutions for #1 mobile service provider, diagnosed and resolved technical hardware and software problems.

- Managed a team of 5 employees which consist of Customer Care Specialists and Advocates.

- Included various training techniques, coaching & counseling employees, managing service levels to head count; managing the performance of the employees including setting objectives, assessing performance, creating and reinforcing performance improvement plans, recommending further action.
- Negotiate and manage agreements through business contract process to ensure customer satisfaction and business profitability.
- Stepped up to serve as short-term supervisor for underperforming Technical Support team, conducted analysis of customer service surveys to determine areas of improvement, provided mentoring on understanding the customers emotional component, successfully improved satisfaction score to reach 4th place out of 16 teams.
- Selected to provide advanced customer solutions and de-escalate technical or non-technical issues.
- Cultivated relationships and retained customers by providing creative solutions, used techniques that reduced company costs yet met customer's expectations.
- Developed problem solving methodologies to ensure fast, quality resolution without escalation.
- Ensured timely and accurate information provided to customers, negotiated and managed agreements through business contract process, while delivering a personable and customer focused experiences.

EDUCATION

Per Scholas - I.T. Certification | New York, NY

A+