

Stephen Gonzalez

Brand Specialty Agent - Spectrum Brands

Trabuco Canyon, CA

michaelsg84@gmail.com - (562) 522-7388

Fully Bilingual (English/Spanish)

-Successful personnel management within Technical Industry and Restaurant Industry

-Experience interacting with all company departments

-Information Technology to include: All Windows applications, TCP/IP, LAN/WAN, IP

IP Addressing, All Microsoft Applications (Excel, PowerPoint, Outlook), DNS, Wired & Wireless set up, Network Standards & Protocols, Network Systems Management

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Brand Specialty Agent

Spectrum Brands - Lake Forest, CA - April 2015 to Present

Lake Forest, CA

Spectrum Brands, represents Kwikset and Weiser lock companies and handles both the consumer support and customer services for the two brands and other brands as well. Spectrum brands is a company based out of Southern California and represent many different brands servicing both consumer and wholesaler.

Position: Brand Specialty Agent

- Answering Phones and placing orders for wholesalers
- Monthly full filament orders for regional stores
- Processing orders for regional reps
- Call or emailed contractors for onsite orders
- Advised product knowledge to reps and contractors
- Processed POs and Invoices for contractors

Position: Call Center Consumer Agent

- Answered Consumer Calls and Emails
- Processed orders for Warranty based on warranty guidelines
- Advised product knowledge to consumers replacing warranty units
- Processed Will Call orders and Configured items
- Answered 60 or more calls daily
- Through email or call did real time troubleshooting
- Processed warranty claims in 24-48 hours

Television Technician

LIFE TIME SERVICES - Ontario, CA - January 2013 to April 2015

Ontario, California January 2013- April 2015

Life Time Services, Inc. based in Southern California is the largest repair facility for extended warranty sales and repair. The company deals with large retailer outlets such as WALMART, TARGET, Best Buy, Direct TV and most government contracts.

Position: Television Technician

- Lead Manager in set up and program HDTV
- Diagnose and research models/versions
- Install panels, mainboards, power supplies, SVC boards
- Component research and processing; solder and re-solder components on circuit boards
- Parts inventory with accountability staging
- Customer service and data entry.
- Purchase Manager & Customer Sales (upsell)

Assembler Technician II

Johnson & Johnson-Biosense Webster Division - Rosemead, CA - January 2012 to January 2013

Rosemead, California January 2012-January 2013

Johnson & Johnson-Biosense Webster Division based in Rosemead, California is a worldwide leader in the science behind the diagnosis and treatment of cardiac arrhythmias, and is the leader in the future of electrophysiology.

Position: Assembler Technician II

- Build and construct step down transformers; Assemble power strips and breakers for lighting equipment
- Test and diagnose final products; Soldering of circuits and AC/DC transformers
- Packing and labeling of specialized lighting systems

Position: NMarq and Carto 3 Lab Tech

- Safety, Power leakage testing, Mega jig simulation of medical consoles
- Testing and calibration of catheters and Jig terminals
- Functional Testing and validation of generators and console
- Sub-assembly and assembly levels of monitors and nMarq Generators
- Packing and handling of materials, creating BOM
- Spec Calibration and Spec entry data
- Order fulfillment and customer service; RF testing and calibration

Warehouse Supervisor

ACORN ENGINEERING & ELMCO DUDDY - Industry, CA - June 2009 to January 2012

-Industry, CA June 2009- January 2012

Acorn Engineering Company®, manufactures plumbing fixtures, products and systems for institutional and commercial markets

Position: Warehouse Supervisor

- Successfully managed a staff of fifteen (15)
- Shipping and receiving department
- PO processing, returns, credits
- Client interaction on materials
- Order fulfillment rate of 98%-99%

- Inventory control and purchasing

Position: Forklift/Order puller

- Pulled will call and work orders; Covered will call and PO processing

Position: Lead Material Handler, Data Entry

- Cyclical counting, inventory entry, order entry, stock entry
- Bulk material processing; All aspects of receiving department
- Damage Claims
- RND and QC Tagging and check outs

EDUCATION

Associate of Science in Computer and Electronics Engineering

ITT Technical Institute

September 2011

SKILLS

IT Management (3 years), Technical Skills (5 years), Management (4 years), Assembly (4 years), Purchasing (4 years)

CERTIFICATIONS

Customer Service

April 2015