

# Luis Quezada

## IT Student & Developer

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Dedicated IT student and developer with a passion for creating complex web applications and providing exceptional technical support. Skilled in various programming languages, with a strong foundation in problem-solving and customer service.

## Professional Experience

### Service Representative 2025 - Present

#### Planet Fitness - Staten Island, NY

- Provided information about the gym and membership options promptly and courteously.
- Guided members on using our mobile app for account management and check-ins.
- Assisted members on troubleshooting our Wi-Fi & Bluetooth connectivity to equipment.

### Sales Associate 2024 - 2025

#### T.J. Maxx - Staten Island, NY

- Multitasked effectively in a fast-paced retail environment, ensuring customer satisfaction.
- Collaborated with team members to achieve targets and enhance the customer experience.
- Maintained a thorough knowledge of store products to assist customers effectively.

### Technical Support Agent 2021 - 2023

#### Snowside Hosting - Remote

- Delivered prompt and effective solutions to customer inquiries via chat and email.
- Diagnosed and resolved technical issues related to website hosting and domain management.
- Maintained high customer satisfaction ratings through attentive and personalized service.

## Certifications

### Eagle Scout

#### Scouting BSA - Troop 37 - 2025

Leadership   Teamwork   Community Service

## Skills

### Technical

HTML/CSS   TypeScript   Svelte   TailwindCSS

Node.js   Git   Linux   Docker   SQL

### Professional

Customer Service   Problem Solving   Communication

Teamwork   Time Management   Flexibility

Work Ethic

## Education

### High School Diploma

#### Lavelle Prepratory Charter School - Staten Island, NY

2021 - 2025

AP English, Spanish, & Pre-Calculus

### Computer Technology (AAS)

#### Community College of Staten Island - Staten Island, NY

2025 - Present

Studying various technical subjects including programming, networking, and database management.