Jesus A. Tabora
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Work-Experience

2020Companies — Lead Samsung Experience Consultant (Lead SEC)

Brooklyn, NY | March 2022 – Present

- Led and supported a team of five Samsung Experience Consultants across four high-traffic Best Buy locations in Brooklyn and Manhattan.
- Served as the primary escalation point for complex customer issues, product questions, and device troubleshooting.
- Conducted weekly coaching sessions and 1:1 performance reviews focused on communication quality, issue resolution, and customer experience consistency.
- Delivered hands-on demonstrations of Samsung devices and ecosystem integrations, translating technical features into clear, real-world use cases.
- Coordinated with Samsung and Best Buy leadership to execute live events, in-store trainings, and technical walkthroughs.
- Maintained top regional performance for three consecutive years through consistent KPI achievement and strong team development.

2020Companies — Samsung Technical Support Consultant (in-store)

Garden City, NY | Jan 2022 – Mar 2022

- Acted as the first point of contact for walk-in customers, providing technical guidance, device explanations, and hands-on demonstrations.
- Diagnosed customer needs and recommended appropriate devices, configurations, and ecosystem solutions.
- Communicated technical concepts clearly to non-technical users, building trust and ensuring positive customer outcomes.
- Collaborated with cross-department teams to provide consistent, end-to-end customer support.
- Recognized for reliability, communication skills, and ability to quickly build rapport with customers.

Best Buy — Geek Squad Consultation Agent (CA)

Brooklyn, NY | Sept 2020 – Jan 2022

- Provided Tier 1 technical support for customer devices, including smartphones, laptops, and peripherals.
- Diagnosed hardware, software, and connectivity issues using Geek Squad and Apple diagnostic tools (GSX, GSX2, ATLAS).
- Supported Windows, macOS, and basic Linux environments, assisting users with OS configuration and troubleshooting.
- Assisted customers with productivity tools, including Microsoft Word, Excel, and OneDrive.
- Documented issues, troubleshooting steps, and resolutions according to Geek Squad service standards.
- Delivered clear explanations and preventative recommendations to help customers avoid recurring technical issues.
- Maintained strong customer satisfaction by communicating technical issues effectively, even when delivering unfavorable outcomes.

Projects

LootDrop — Full-Stack Developer Remote | Jan 2025 – Present

- Built and maintained a full-stack web application with secure authentication, transactional workflows, and inventory management across 15+ REST API endpoints.
- Implemented secure authentication and session management using OpenID SSO, JWTs, HTTP-only cookies, and role-based access controls.
  Integrated third-party APIs (Steam, Stripe, PayPal) with server-side validation, error handling, and transaction tracking.
- Designed and managed MongoDB data models with indexing and schema validation to support scalable user, inventory, and transaction data.
  Developed an internal admin dashboard for monitoring users, transactions, and system activity to support troubleshooting and auditing.
- Applied input validation and centralized error handling to prevent malformed requests and improve system reliability.
- Deployed the application to a cloud environment with environment variable management and production database hosting.

Education

Google IT Support Professional Certificate   Brooklyn, NY
IT Support & Systems Fundamentals | 8-Month Program
Completed a Google-developed IT support program covering troubleshooting methodologies, customer service best practices, networking fundamentals, operating systems, system administration, and security, reinforced through hands-on labs and practical exercises.

Past Education:

Spring Creek Community School   Brooklyn, NY
Arts & Technologies   Sept 8th, 2016- July 21st,
2020
- Concentrations: Critical Thinking, New technologies, Algebra I & II
- Related Coursework: HTML/CSS,NODE

Certificates:
Technical Support Fundamentals — Google (Coursera), Dec 2025
Introduction to Cyber Attacks — New York University (Coursera), Feb 2025
Programming with JavaScript — Meta (Coursera), Feb 2025
Introduction to Front-End Development — Meta (Coursera), Jan 2023

Technical Skills

- Web Technologies: HTML, CSS, JavaScript, React
- Backend & Databases: Node.js, Express, MongoDB, Mongoose
- Operating Systems: Windows & Linux fundamentals, OS concepts
- Networking: TCP/IP, DNS, basic networking & connectivity troubleshooting
- Tools & Development: npm, REST APIs, debugging

Professional Skills

- Customer Support & Technical Communication
- Technical Troubleshooting & Issue Resolution
- KPI Tracking, Reporting, & Documentation
- Team Leadership, Training, & Mentorship