

Jomarie Eliason

Cloud Support Associate

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[LinkedIn](#) • Los Angeles, CA 90020

Accomplished professional seeking to launch a career in cloud computing industry with a quality organization that affords opportunity for advancement. Looking to leverage knowledge gained from Microsoft and Amazon certifications to aid software processes. Interested in technical direction, framework design, and digital solutions. Excel at: time management, organization, prioritization, and cross-functional collaboration. A Veteran of the U.S. Army with the capacity to define technical objectives, coalesce teams, and achieved predetermined goals. Multilingual: English (native), Filipino (native) and German (elementary).

Areas of Interest

<ul style="list-style-type: none">◆ Cloud Systems◆ Architecture Integration◆ Cloud Concepts & Platforms◆ C#, JS, HTML, SQL◆ Website Development	<ul style="list-style-type: none">◆ Programming Languages◆ Technical Documentation◆ Relational Databases◆ Software as a Service◆ AWS Well-Architected Framework	<ul style="list-style-type: none">◆ Teamwork & Collaboration◆ Analytical Mindset◆ Complex Problem Solving◆ Software Development Fundamentals◆ Industry Best Practices
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Professional Experience

Grubhub & UberEats

2020 – 2023

Food Mobile Driver

Offer exceptional customer service for both Grubhub and UberEats clients, receive orders, pick-up items, and delivery meals with accuracy and precision. Execute special requests at the direction of customers. Maintain knowledge of each platform and various technical applications for the respective services.

- Exhibit mastery of the software and apps associated with Grubhub and Instacart.
- Achieve and maintain high levels of customer satisfaction.

Apple, Santa Monica, CA

2018 – 2020

Sales Specialist

Engaged with customers, determined needs, and presented an array of Apple products to meet those requirements. Maintained expansive knowledge regarding Apple products, functionality, and capabilities. Educated patrons how to utilize iPads, iPhones, watches, and other devices and accessories sold by the company.

- Greeted patrons warmly and assisted with purchasing products or scheduling repairs.
- Demonstrated mastery of Apple products and systems.
- Educated customers about product features and technical details.
- Merchandised the store in accordance with Apple planograms and designs.
- Credited for offering exceptional customer service with every interaction.

- Augmented product sales by offering insurance and accessories.
- Achieved the distinction of a Top 5 sales performer with \$600K in sales for 2 consecutive quarters.

Marina Del Rey Parasailing & Boat Rental, Marina Del Rey, CA

2017

Customer Service Representative

Delivered exemplary service engaging with customers, determining needs, and facilitating rentals. Offered insight into pricing, terms, and conditions of various rentals. Maintained expansive knowledge of product offerings and educated customers accordingly.

- Answered phones and emails in a timely manner.
- Booked reservations on behalf of patrons.
- Educated customers about additional services in an effort to augment the value of transactions.
- Achieved and exceeded sales and service goals during time with the organization.
- Commended as an outgoing team member with strong interpersonal skills.
- Exhibited the ability to operate all systems and software with minimal direction.
- Increased sales by 10% during the summer by offering additional services.

Additional Experience

Pinkberry, Team Member, Los Angeles, CA, 2014

Private Employer, Caregiver, Culver City, CA, 2011 - 2013

Ronald Reagan UCLA Medical Center, Pharmacy Volunteer, Los Angeles, CA, 2011

Military Service

United States Army, Enlisted Service Member, Newport News, VA, 2010

Education

Bachelor of Arts in Business Administration, Emphasis on International Business, 2018

Mount St. Mary's University, Los Angeles, CA

Study Abroad: European Studies, 2016

Hessen International Summer University, Frankfurt, Germany

Associate of Arts in Business Administration, 2015

Santa Monica College, Santa Monica, CA

Projects

Cloud Resume Challenge

[AWS Cloud Quest: Solutions Architect](#)

[AWS Cloud Quest: Cloud Practitioner](#)

Licenses & Certifications

[AWS Certified Solutions Architect-Associate](#), NZWRMFVK5BV11Y3Q, 2022

[AWS Certified Cloud Practitioner](#), Credential ID: XETL9ZZDGMQ1QB9V, 2022

[Microsoft Certified: Azure Fundamentals](#), Credential ID: I088-4247, 2021

[MTA: Software Development Fundamentals](#), Credential ID: H886-5014, 2021