

# Josh Gumperz

Berkeley, 94708 ■ (510) 586-8129 ■ joshgumperz@gmail.com

## Skills & Qualifications

- Has experience working and designing sites with HTML and CSS
- Fluent in Python
- Good interpersonal skills and strong customer service orientation in-person, phone, or email.
- In depth knowledge of Windows OS.
- Skilled at troubleshooting computer-related issues and working with computer hardware.

## Experience

**Computer Pros, Alameda, CA** – July 2019 - October 2019

Computer Technician & Customer Support (Internship)

- Assisting in the repair of damaged or broken laptop computers, desktop computers, phones, printers, and other devices.
- Greeting, receiving, and helping customers.
- Answering phone calls, providing information regarding the business, and giving insight and advice to potential customers.

**Computer Technologies Program (CTP), Berkeley, CA** – May 2019 - July 2019

Receptionist (Volunteer)

- Receiving visitors at front desk by welcoming, directing, and announcing them appropriately.
- Answering, screening, and forwarding incoming phone calls.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Maintains security by following procedures; making sure no unknown visitors get past the front desk unless they're approved by a staff member, making sure all students sign in before entering.

## Education & Training

**UC Berkeley Extension Coding Bootcamp, Berkeley, CA** – Current

**UC Berkeley Extension Coding Bootcamp Current Student**

- Computer The Berkeley Coding Boot Camp comprises a series of lectures designed to teach students the skills of a full-stack web developer. Training Modules Include: building front-end sites that feature responsive & interactive layouts such as forms, quizzes and games, back-end command-line programs, and database management.

**Computer Technologies Program, Berkeley, CA**– 2018 - 2019

**Computer Technician Training** (Certificate of Completion)

- Computer Technician Training focuses on the development of Network and Technical Support related skills. Training modules include: PC troubleshooting and maintenance ■ Disk Imaging/Partitions ■ Hardware fault methodology ■ Programming logic.