

Jose Perez

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OBJECTIVE

As a Road-To-Hire Graduate and an individual with experience in the workforce I've become intrigued to expand my journey into the world of technology and grow from within. With customer service experience knowing how important the needs of clients are to meeting quotas and making partners happy with result driven goals. I have made the best of my abilities in all positions I've been a part of and hope to continue my growth.

QUALIFICATIONS

Understanding of Front End & Back End technologies (HTML, CSS, Javascript, Go, etc., Professional Development Skills. Business Communications I & II, Business Math, Keyboarding I & II, Written Communications, Professional Development, Physical Geography, Literature, Psychology, Economics, Public Speaking

EXPERIENCE

RGX Rim Repair, Charlotte, NC - *Rim Technician*

JANUARY 2019 - JANUARY 2020

- Repair/Recondition Customer Auto Rims to original finish

Service Pros Installation Group, Charlotte, NC - *Scheduling Coordinator/Customer Care Specialist*

DECEMBER 2016- DECEMBER 2018

- Contact customer to update/follow up/schedule throughout installation process

Telenetwork , Charlotte, NC(At-Home) - *Tech Support Representative*

AUGUST 2016 - DECEMBER 2016

- Handle incoming calls from residential TV/Internet customers to troubleshoot technical problems.

Global Linking Service , Charlotte, NC) - *Network Operation Center Technician*

NOVEMBER 2014 - JULY 2015

- Monitor clients networks for any faults, diagnose issues, dispatch for onsite support

EDUCATION

Road to Hire Coding Fellowship, Fort Mill, SC - *Technology Fellow*

JANUARY 2020 - PRESENT

- Front End & Back End Technologies(HTML, CSS, JS, Go, etc)
- Professional Development

King's College, Charlotte, NC - *A.A.S Network Management*

SEPTEMBER 2013 - DECEMBER 2014

Independence High School, Charlotte, NC - *High School Diploma*

AUGUST 2010 - JUNE 2013