

### ***IT Support Specialist***

Responsible for assisting with technical issues or questions relating to computer hardware or software devices. Customer service skills including taking phone calls from customers and/or communicating with them through various messaging platforms, helping customers to diagnose technical issues over the phone and installation of hardware/software on their computers.

### **EDUCATION**

- Thornton Fractional North | Calumet City, IL | Diploma | Graduated Jun 2017

### **WORK EXPERIENCE**

#### **Holland LP | Helpdesk Technician | April 2021 – Present**

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform remote troubleshooting
- Determine the best solution based on the issue and details provided by customers
- Record notes regarding the issue and troubleshooting taken
- Create and maintain documentation
- Identify and suggest possible improvements on procedures

#### **Holland LP | Welding Operator | March 2019 – April 2021**

- Complied with all internal, local, and national safety regulations while operating welding equipment
- Used proper welding techniques, equipment, and materials to repair railroads
- Maintain and troubleshoot equipment to minimize down time
- Made welds to the customers specifications
- Maintained a clean and safe working environment

#### **Scrap Metal Services | Scale Operator | Jun 2018 – March 2019**

- Identified and weighed inbound and outbound shipments and provided quality customer service to fulfill customer specifications and contract requirements
- Compared product labels, tags, and tickets to verify accuracy of shipment contents and quality specifications
- Facilitated operations by weighing, processing, and calculating payment for all purchased material
- Carefully documented the quantity, quality and descriptive data of materials and products being tested and shipped

### **SKILLS**

Bilingual (English and Spanish)  
Problem Solving  
Technical Skills  
Microsoft 365  
CPR Certified