

# MANUEL PADILLA

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## Summary

Engaged, entry-level IT enthusiast seeking a customer focused, technical support role. Have experience in troubleshooting, customer service, networking, operating systems, system administration. Fluent in Spanish.

## Certifications

CompTIA A+ Certification (In Progress)  
Google IT Support Professional Certificate (**Google**)

## Technical and Business Proficiencies

**Technical:** Linux, Windows OS, Python, troubleshooting, networking, directory services, updates/upgrades  
**Business:** Excellent written and verbal communication, work ethic, adaptability, exhibits empathy, trustworthiness and organizational strength

## Work History

**Early Voting Alternate Judge for the 2020 General Election**, 10/13/2020 to 10/30/2020

**The Office of the Harris County Clerk**– Houston, TX

- Spanish translator, assisted with third party translation service. Guided voters through visuals on how to use voting machine. Assisted special-needs voters through use of visual/audio devices, curbside voting, and answered general voter questions. Solved technical issues on machines, voiding and resetting. &

*- Coding Boot Camp-*

**Staffing Recruiter**, 08/2017 to 06/2018

**Pacesetter Personnel Services** – Houston, TX

- Solved employment needs of both employers and job seekers through research. Filled open positions with qualified candidates. Conducted phone and in-person interviews.

**Director of Retail Information**, 03/2013 to 11/2016

**Transwestern Commercial Services** – Houston, TX

- Ironed out visual presentation needs of brokers and agents through aesthetic graphic design projects. Helped resolve technical software complications.

**Graphic Design Specialist**, 08/2010 to 03/2013

**ICED** – Cypress, TX

- Sole designer for Northwest Forest Conference Center. Successfully implemented project management strategies.

## Education

**Houston Coding Boot Camp**: Web Development Certificate, 11/2018

**Powered by UT Austin** - Houston, TX

**Associate in Applied Science**: Digital Communications: Graphic Design Specialization, 05/2010

**Houston Community College Systems** - Houston, TX

**Bachelor of Arts**: Communications, Media Production, 05/2007

**University of Houston** - Houston, TX