

# MANUEL PADILLA

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## Summary

Engaged, entry-level IT professional 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

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

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

**Pacesetter Personnel Services** – Houston, TX

- Matched job seekers with employers to quickly fill open positions with highly qualified candidates. Generated specific candidate pool for career opportunities through strategic placement of advertisements, evaluation of applicant credentials, and conducting initial interviews and pre-screening assessments.

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

**Transwestern Commercial Services** – Houston, TX

- Delivered graphic design projects to support commercial real estate brokers and agents. Managed the corporate retail web site, customer presentation packages and provided internal technical support.

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

**ICED** – Cypress, TX

- Generated marketing materials and provided support for Northwest Forest Conference Center and large franchise holding companies as the sole designer. Successfully created and implemented project management strategies to achieve business objectives. Recognized with Outstanding Employee Award.

## Education

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

**University of Texas at 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