

Contact

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Top Skills

Microsoft Office
Customer Service
Management

Vanessa Diaz

Global Service Desk

South San Francisco, California, United States

Summary

Security Guard and IT Intern Skilled in Microsoft Word, Public Speaking, Management, Time Management, and Teamwork, Provisioning computers and troubleshooting. professional graduated from Year Up.

Experience

Allied Universal

5 years

Security Operations Team

September 2022 - September 2023 (1 year 1 month)

Menlo Park, California, United States

Protecting people, property and assets

Front desk check-in, Clearance, C-Cure controls and security desk monitoring system

Patrolling, Safety hazard reporting and escalation

Traffic control, Crowd control, Radio communication

De-escalation, CPR, First aid, AED

Security Operations

Communication and appointments with clients

Document items and organize inventory

Collaborate with co-workers

Retrieve items from multiple buildings and campuses

Security Officer

October 2018 - September 2022 (4 years)

Menlo Park, California, United States

Protecting people, property and assets

Front desk check-in, Clearance, C-Cure and Security desk monitoring systems

Patrolling, monitoring systems, Safety hazard

Traffic control, Crowd control, Radio communication

De-escalation, CPR, First aid, AED

Zendesk

Global Service Desk and Compliance Security Intern

February 2017 - May 2017 (4 months)

San Francisco, California

Provide IT assistance to Head Quarters employees and end point users. Provision mac and pc computers. Set up computers, image/reimage, encrypt, vm, and enroll policies. Troubleshoot layer one support. Set up computers for desks making sure they are compatible with cables and laptops. Ensure conference room equipment are working properly. Equipment host for events and talks.

Maloney Security Inc

Security Guard

November 2016 - February 2017 (4 months)

Mascone Center San Francisco

Have an active Guard Card.

lower polk community benifit district/ Street Pluss

Maintenance and safety Ambassador

March 2016 - August 2016 (6 months)

San Francisco, Ca

- Oversee and protected Community Park and public restroom
- Informed public of resources and referred to non-profit organization
- Navigate company car and maintained public health and sanitation in Lower Polk district
- Preformed outreach services towards homeless and mental ill people in the tenderloin neighborhood

COIT Cleaning and Restoration Services

Customer Service Representative

October 2015 - March 2016 (6 months)

burlingame, CA

- Proposed estimates for residential clients and inform of products and business standards
- Coordinate schedule appointments for commercial business
- File approximate 100 invoices a week and market several calls to potential customers during slow peak
- Aided in dispatching around 10 -30 appointments a week

Sixt rent a car US

Sales Agent, Fleet Planner, Driver

January 2015 - September 2015 (9 months)

Millbrae, CA

- Persuade insurance, Upgrade over 150 customers cars to luxury cars and inform contract details a week
- Input over 150 ready and clean cars in computer status a day
- Ensured 5-10 closed contracts a day
- Organized over 200 cars in parking slots
- Checked damages over 100 cars a day and emailed companies claims specialist

starbox foods

Driver/ food prep

February 2014 - January 2015 (1 year)

brisbane, CA

- Arranged over 200 breakfast and lunch orders for corporate companies
- Delivered in timely manner resulting in satisfied customers
- Prep for next day, and restock inventory

Magnolia Of Millbrae

Server

June 2011 - October 2012 (1 year 5 months)

Millbrae, CA

- Assisted elderly to dinner tables
- Served food and beverages
- Set up and clean dining room

Education

Frontend Simplified

boot camp, Frontend · (February 2023 - February 2024)

Year Up

Network · (2016 - 2017)