**Paolo Ivan Barone**

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**Reseda, CA 91335**

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**(562) 248-3901**

**U.S. Citizen**

portfolio: https://1drv.ms/u/s!BJJpJianJzOBfFhjFDC-IIKmT9Q?e=04GePJ

**OBJECTIVE**

* A part-time position as a Software Developer Intern. I can work full-time during semester breaks.

**SUMMARY**

* Paolo is a computer science student at Los Angeles Pierce College and he has good judgment and problem-solving skills. Paolo has experience with Unity and C#.
* Currently taking classes in data structures, Java development, object-oriented programming in C++, R, and statistics. Last semester, Paolo completed classes in Visual Basic and introductory C++.
* Paolo developed a Craps game program in Visual Basic with Microsoft Visual Studio 2017.
* Paolo has experience in answering phones, receiving customer requests for changes in information, receiving orders from escrow companies, receiving change requests from mortgage companies, assisting customers with insurance company web portals, and scheduling appointments.
* Has strong experience in conducting clerical duties, such as filing, phone calls, responding to emails, preparing documents, placing orders for supplies, taking orders from customers for machine work, scheduling inspections, and invoicing.
* Proficient in the Microsoft Office suite, 10-key, and data entry.
* Self-motivated professional seeking a position where he can utilize his skills and grow within the company.
* Superb multi-tasker who can thrive in a fast-paced environment; able to work independently or as part of a team.
* Detail-oriented worker with excellent interpersonal skills and conflict resolution capabilities.

**SKILLS**

* Excellent phone, communication, and sales skills
* Computer skills (Visual Studio 2019, IntelliJ IDEA, Microsoft Office: Word, Excel; Microsoft Access, Apple Mac OS X, iOS, and Android)
* Unity C#, C++, Java, Codename One (mobile development for iOS and Android), R, and Visual Basic
* Data Entry and 10-key

**PROFESSIONAL EXPERIENCE**

**HDA Insurance, Granada Hills, CA Mar. 2006 to Feb. 2020**

**Customer Service Representative**

* Answering phone, receiving customer requests for changes in information, receiving orders from escrow companies, receiving change requests from mortgage companies, assisting customers with insurance company web portals.
* Scheduling appointments
* Provided administrative support to multiple committees.
* Provided accurate and appropriate information in response to customer inquiries.
* Conducted clerical duties, such as filing, phone calls, responding to emails and preparing documents.
* Addressed customer service inquiries in a timely, professional, and courteous manner.
* Worked for a national insurance intermediary (customer service dept.)

**JC&R Precision, Chatsworth, CA Apr. 1996 to Feb. 2006**

**Customer Service Representative/Administrative Assistant**

* Answered phones on a daily basis. Provided excellent customer service.
* Office Assistant in a busy office environment.
* Placed orders for supplies.
* Took orders from customers for machine work.
* Scheduled inspections.
* Invoicing
* Cash handling

**EDUCATION**

* **A.S. in Math/Science**, College of the Canyons, Valencia, CA (Graduated)
* **Computer Science** student at Los Angeles Pierce College. GPA (Computer Science): 4.00