

# Rafael Carrero

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## SUMMARY

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Customer-focused and technically driven aspiring Network Technician transitioning from four years of fast-paced management in the food service industry.

Experienced in troubleshooting POS systems, managing teams, and resolving issues quickly under pressure— skills that directly translate to IT support roles.

CompTIA Network+ certified, with a growing foundation in networking, Linux systems, and cloud computing, and currently learning Python to strengthen problem-solving through automation.

Known for strong communication, adaptability, and eagerness to learn, with a proven ability to stay calm under pressure and provide effective, people-centered solutions in dynamic environments.

## EXPERIENCE

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### Shift Lead

Apr '20 — Mar '23

Jack In The Box

Clarksville, United States

- As a Fast Food Shift Leader, I oversaw daily operations during shifts, ensuring smooth service and adherence to company standards.
- I managed and trained a team of 5-15 staff, delegated tasks, and handled customer inquiries and complaints to maintain high satisfaction levels.
- I was responsible for monitoring inventory, ensuring food safety compliance, and managing cash handling procedures.
- Additionally, I maintained efficient workflows, resolved operational challenges in real-time, and ensured the restaurant met its performance goals.
- Led a team of 8-12 employees in a fast-paced environment, ensuring efficient operations and meeting daily service targets, consistently achieving a 95%+ customer satisfaction rating.
- Managed time effectively by prioritizing tasks, resulting in a 20% reduction in wait times during peak hours while maintaining food quality and service standards.
- Handled cash and processed transactions accurately, managing up to \$5,000 in daily revenue with a 100% accuracy rate in cash handling and register balancing.
- Trained and mentored new team members on operational processes, improving team efficiency and reducing training time by 15%.

### Shift Lead

Jun '17 — Dec '19

PAPA JOHN'S

Clarksville, United States

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### Line Cook/Prep Cook

Apr '24 — Present

Hardees

As a line cook I am responsible for efficiently prepping and cooking menu items in a high-volume, fast-paced environment. I work an assigned station following established recipes and portion control guidelines to deliver consistent, quality items quickly.

- Maintain food safety procedures.
- Maintain speed of service requirements.
- Complete daily assigned cleaning tasks, and maintain cleanliness in my work station.

### Project Management

Aug '25 — Present

Banyan Labs

Clarksville, United States (Remote)

Results-driven Project Manager with expertise in leading cross-functional teams to deliver projects on time, within scope, and on budget. Skilled in defining project goals, developing detailed plans, managing resources, and mitigating risks to ensure successful execution. Experienced in aligning deliverables with business objectives and driving continuous improvement through Agile and traditional project management methodologies. Adept at monitoring project performance, preparing progress reports, and ensuring compliance with quality standards and organizational policies.

- Clearly establish the project's objectives, deliverables, and success criteria with stakeholders
- Break down work into tasks, assign responsibilities, and create timelines using Agile, Waterfall, or hybrid methods
- Allocate people, tools, and budget effectively while monitoring for risks of overallocation or overspending
- Track milestones, manage risks/issues, adjust plans as needed, and keep everything aligned with the project's goals
- Provide regular updates, manage expectations, and ensure alignment between team members, leadership, and clients

EDUCATION

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**Bachelor of Science in Network Engineering and Security**, Western Governor's University

Present  
Clarksville, United States

- Currently enrolled in BS Network Engineering and Security. This degree is 36 months. Certifications that are provided in the degree include CCNA, CCST, Cisco DevNet Associate, CompTIA A+, CompTIA Project+, CompTIA Cloud+, ITIL®\*^ Foundation, and LPI Linux Essentials.

CERTIFICATIONS

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**CompTIA Network+**, CompTIA

Jan '01

SKILLS

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**Interpersonal Skills**

Problem Solving, Team Leadership, Customer Service, Time Management, Adaptability

**Technical Proficiency**

Basic Troubleshooting, System Monitoring and Maintenance, Data Management, Security Awareness

VOLUNTEERING

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**Team Member**, Screaming Eagles Tres Dias

Tennessee

Tres Dias is organized program I serve for three days every six months that is centered on the followings and teachings of Jesus Christ. The purpose of this organization is providing candidates with a life changing weekend that allows a personal experience with Christ Jesus. Candidates are housed, fed, and treated with love and respect during this weekend.

**Team Member**, Loaves and Fishes

Clarksville, TN

A community that feeds and shelter people in need.