

Rafael Carrero

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SUMMARY

Customer-focused and technically driven aspiring IT Support 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

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.

EDUCATION

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

Oct '25

Clarksville, United States

- Currently in the enrollment process. I provided an approximate start date. 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.

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SKILLS

Interpersonal Skills Problem Solving, Team Leadership, Customer Service, Time Management, Adaptability
Technical Proficiency Basic Troubleshooting, System Monitoring and Maintenance, Data Management, Security Awareness

VOLUNTEERING

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.