

Henry A. González Fl.

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Cell 809-463-5120



Objective

Teamwork, bringing all my technical skills to achieve the objectives.

Working Experience

1) 2012 – 2015 Xerox Commercial Solutions

Quality Analyst - Trainer

2) 2010 Affiliated Computer Services, Inc. (ACS)

Advance Technical support agent (Boost Mobile)

3) 2008-2010 Smart Call

Call Center Administrator

4) 2007-2008 Stream Global Services

Tech support (Direct TV)

Other Technical Experience

- *Computers: Repair & Software installation, switch & routers setup & cabling.*
- *Training manuals.*
- *Personnel training & supervision.*
- *Statistics.*
- *Software: Internet explorer, Microsoft office package, Windows x, Ubuntu (base knowledge), payroll, accounting, inventory.*
- *Design and implementation of forms and procedures.*

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Education

1992-1997 Universidad Autónoma de Santo Domingo (UASD)

- *Computer Systems Degree (Software)*

1978-1982 Colegio Santa Barbara

- *High school degree math & physics*

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