



GERALDO G. SUAZO

Computer/System Engineering

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Dominican ID: 001-0082605-6

OBJECTIVE

To satisfy the requirements needed for the position in a competent and competitive way.

EXPERIENCE

2012 – 2019 Xerox GDO Santo Domingo, D.R.

Product Trainer

- Update employees knowledge on new process and software
- Create access to the company tools and software
- Creation of Manual Documentation

2008 - 2012 WESTERN DIGITAL Santo Domingo, D.R.

Team Manager Through Stream Global Services.

Provide IT Help Desk support, Customer service oriented through phone, e-mail or remote Access to an end user desktop/terminal.

Defines and effectively communicates recommended solutions back to the customer
Assists in determining methods or actions to remedy malfunctions.

Defines and effectively communicates recommended solutions to end-users
Identify and troubleshoot technical problems

Provide specialize support for the Western Digital branded Hard Drive (SATA and EIDE)

Not limited only with Hard Drives but others products branches such as Network cards, Network Drives, Network Media Players, Remote Disk Services, Including active directory, External Hard Drive (USB, Firewire, eSATA and Thunderbolt)

Provide Support to the following Operating System such as Windows XP through Windows 8 (including Server version 2000 and above), Mac OS X and above and limited support to Ubuntu OS (Linux)

Recommend storage Devices and network storage devices for purchasing depending on the user requirements

Replace defective unit after troubleshooting submitting the warranty.

Define and effectively communicates recommended solutions back to the customer

2005 - 2006 Stream International Santo Domingo, D.R.

Customer Service Representative.

Resolve customer issues over the telephone, including billing inquiries, sales opportunities.

Respond to customer correspondence in appropriate manner.

Use provided training materials and job tools to quickly and accurately resolve customer issues. Managed and attended all customer needs and complains in a direct and efficient way via phone, fax, or email.

EDUCATION

1995-2002 **Universidad Católica Santo Domingo** Santo Domingo, D.R.

■ **System Engineering. (Engineering Degree)**

1991-1995 **Carmelita School**

Santo Domingo D.R.

- High School Diploma.

SKILLS

- Strategic thinker with a strong organizational orientation, able to identify and achieve priorities.
- **Fluent in English and Spanish (writing, reading and speaking).**
- Able to **“think on my feet”** under stressful conditions and balance many projects at once and strong organization skills
- Strong ability to assimilate and apply on-going training on newly company processes
- Ability to work with patience and courtesy in customer relations.
- ability to communicate effectively, both verbally and in writing
- Proficient in Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Windows and possess a working knowledge of many other software packages on both the PC and MAC platforms as well as design software such as Adobe Illustrator, Photoshop, Freehand and Web Developing softwares such as Adobe Dreamweaver, Fireworks, Flash.

REFERENCES

- Lic. Johnny Hernández 809.222-4448
- Ing. Luis Sánchez 809.619-3198
- Lic. Miguel Disla 809.594-5754