

Reinoldo Caceres

Skills

Java, C#, JS, Python, SQL, HTML, CSS, Linux.

Networking: setting up Public Static/Private Dynamic IP addresses, APNs, VPN tunnels, Setting up routers and switches, Troubleshooting different wireless devices. Using different IoT and cloud connectivity tools/platforms such as Cisco Jasper.

Languages: English, French, Spanish, Portuguese, American Sign Language(Intermediate)

Work History

Telus - Internet of Things – *IoT Specialist* – 08/2020 – 09/2021

- Assisted with technicians' logistics.
- Provided advanced technical support (Set up IP addresses, APNs, VPN, troubleshoot routers).
- Reviewed and approved contracts (financial responsibility > \$10 million).
- Overviewed and supervised the operations of our Critical clients.
- Worked with cloud technologies like Jasper Cisco.
- Made financial modifications on clients' accounts when needed.
- Used Database technologies like Tableau.

Telus - Business Solutions – *Technical Support - Wireless* – 06/2020 – 08/2020

- Supported customers having data connectivity/SMS/calls/coverage/voicemail issues.
- Troubleshoot hardware and worked with manufacturers to facilitate repairs to end-users.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life.

Telus - Business Solutions – *Customer Care Specialist* – 04/2020 – 06/2020

- Resolved concerns with products and services to help with retention and drive sales.
- Defused customer concerns with exceptional conflict and problem resolution skills.
- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Responding to customer needs through competent customer service and prompt problem-solving.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.

Education

Centennial College - Toronto –*Software Engineering Diploma* | 2021-Present

ESI School of Management – *BBA Business Admin* | 2020-Present

American Institute of Higher Education, San Salvador – *Associate's in Business* | 2020

Lycée Français Antoine et Consuelo de Saint-Exupéry – *High School* | 2018