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# JORGE RODRIGUEZ JR

Tech Apprentice

## PROFESSIONAL SUMMARY

Detail-oriented Tech Apprentice, leveraging a diverse background in HVAC apprenticeship and customer service roles to drive technological solutions and enhancements. Equipped with strong problem-solving and communication skills, adept at adapting to new technical environments and contributing to team success.

## EMPLOYMENT HISTORY

### ASSISTANT IBT MANAGER

Jan 2024 - Oct 2024

*Jetro and Restaurant Depot*

*Chicago*

- ♦ Achieved order accuracy through meticulous item picking
- ♦ Streamlined processes for quicker order fulfillment
- ♦ Managed inventory to avoid stock-outs
- ♦ Improved client satisfaction by rectifying order discrepancies

### STOCK TAKER - ADMINISTRATIVE

Jan 2023 - Aug 2023

*Jetro and Restaurant Depot*

- ♦ Exhibited proficiency in inventory management, fostering team collaboration.
- ♦ Ensured data accuracy through meticulous attention to detail.
- ♦ Navigated fast-paced settings effectively, excelling under demanding conditions.

### CASHIER/CUSTOMER SERVICE

Aug 2021 - May 2022

*Waveland Bowl*

- ♦ Mastered accurate transaction processing, elevating cash handling skills.
- ♦ Effectively resolved customer issues, bolstering satisfaction and loyalty.
- ♦ Efficiently managed peak hour operations, maintaining order and efficiency.

### RECREATION LEADER

Sep 2016 - 2020

*Chicago Park District*

*Chicago, Illinois*

- ♦ Orchestrated engaging activities for 16-22 children
- ♦ Promoted teamwork via diverse games and sports
- ♦ Ensured inclusivity by adapting programs
- ♦ Fostered effective communication with children and staff
- ♦ Created impactful experiences, aiding children's development

### HVAC APPRENTICE

2012

*Control Heating and Cooling*

*Chicago*

- ♦ Leveraged innovative strategies to install heating and cooling systems, optimizing their performance.
- ♦ Solved complex electrical and mechanical problems, demonstrating analytical acumen.
- ♦ Developed exceptional problem-solving skills, ensuring swift issue resolution.

## EDUCATION

### COMPUTER INFORMATION SYSTEMS

2023 - 2024

*Dominican University*

*River Forest, Illinois*

### ASSOCIATES DEGREE IN SCIENCE

Aug 2021 - May 2023

*City Colleges of Chicago-Malcolm X College*

### HIGH SCHOOL DIPLOMA

2016 - 2020

*Amundsen High School*

### BACHELORS IN INFORMATION TECHNOLOGY

Jan 2025 - Dec 2025

*Illinois Institute of Technology*

*Chicago*

## COURSES

IT SUPPORT CERTIFICATION

2024

*Google*

## LANGUAGES

English (*Native*), Spanish (*Novice*).

## LINKS

LinkedIn: [linkedin.com](https://www.linkedin.com), Coursera: [www.coursera.org](https://www.coursera.org).

## ADDITIONAL INFORMATION

**HAWK AWARD**

*Men's Basketball*

Received during JUCO season:

- ♦ Successful season while overcoming life and season obstacles

## SKILLS

Network Configuration, System Administration, Project Management, Technical Support, Teamwork, Attention to Detail, Adaptability, Problem Solving, Data Analysis, Hardware Troubleshooting, Troubleshooting.