



CAREER OBJECTIVE

Extreme interest of database servers, troubleshooting, and programming. Aiming to leverage my skills to successfully fill to help desk technology roll at your company.

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EXPERIENCE

Cogent

JAN 2021 - PRESENT | cogent, GA

- Worked with coworkers to complete tasks.
- Provided efficient and courteous service to customers at all times.
- Performed routine and scheduled maintenance services.
- Installed single RJ45 keystone jacks for cat-5e cables
- Communicated with customers to ensure coherence
- Replaced defective components and parts, used hand tools and precision instruments.
- All around handy man with experience In tech and physical maintenance
- Built and set up monitors and mounts for clients

Package Handler

JUL 2021 - JAN 2022 | Fedex, Kennesaw, GA

- Loaded and unloaded trucks by performing physically demanding tasks.
- Packaged and sealed items using appropriate labels and materials.
- Handled product returns and helped issue refunds to clients.
- Cleaned and organized work areas to prevent accidents and bottlenecks.
- Closed packages using sealing tape, staples and stretch wrap.
- Compared quantity of goods received to packing list and open purchase order.
- Reported damaged products and workplace incidents to supervisors for review.
- Maintained equipment storage areas to ensure that inventory was protected.

Cook/Cashier

JAN 2019 - DEC 2019 | Zaxbys , Kennesaw , GA

- Greeted and informed customers of products, fostering positive store experiences.
- Enforced store safety and cleanliness standards, reducing hazards.
- Maintained inventory and store visual presentation to meet customer needs.
- Resolved and de-escalated issues to address customer concerns.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Arranged and replenished displays and merchandise racks to maintain store appearance.
- Bagged or boxed merchandise and prepared packages for shipment.

EDUCATION

High School Diploma

MAR 2020 | Kell Highschool, Kennesaw, GA

ADDITIONAL SKILLS

- Technical Analysis
- Problem Solving
- Hardware and Software Integration
- Components and Parts Replacement
- Hardware Repair
- Hardware Tools

REFERENCES

Manuel Martinez — Cogent  
Supervisor Technician • Co-Worker

(404) 423-7072  
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Sy Martinez — Cogent  
Manager • Manager

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