

David Hernandez

Experience

Volunteer, Helping Other People Excel (HOPE)

Dec 2019 - Current

- Developed customer service skills.
- Trained new volunteers regarding organizational goals and event procedures.
- Assisted with food preparation, serving and cleanup.

Customer Support Representative, ID.me - Alorica

Aug 2022 - Nov 2022, Lake Mary , FL

- Upheld strict security standards to protect sensitive member information.
- Supported non-technical members by quickly investigating and resolving hardware and software issues.

Food Service Worker, I Love NY Pizza

Jun 2021 - Nov 2021

- Practiced safe food-handling practices and observed all sanitation protocols.
- Cleaned and sanitized surfaces and equipment before and after meal services.
- Welcomed, greeted and seated customers promptly upon entry.
- Helped customers feel welcome from first greetings to maintain a positive atmosphere.

Education

University of Central Florida (2025),
Orlando, FL

Bachelor of Science, Information
Technology

Seminole State College, Sanford, FL
Associate of Arts

Contact

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Skills

Microsoft Office

Adobe Photoshop

Computer Maintenance

Customer Service/Support

Team Player

Problem Solving

Certifications

- Visual Design using Adobe Photoshop CC 2015
- Windows Operating System Fundamentals (MTA)
- Print and Digital Media Publication using Adobe InDesign CS6
- Microsoft Office Excel 2016
- Microsoft Office PowerPoint 2016
- Microsoft Office Word 2016