Mac Specialist Mac Specialist DATABASE ADMINISTRATOR ? BUSINESS INTELLIGENCE ? WEB DEVELOPER Elk Grove, CA Authorized to work in the US for any employer Work Experience Mac Specialist Apple - Sacramento, CA April 2018 to Present   Provided support to customers in Latin America and North America with different levels of experience   Effectively communicate with customers   Updated and maintained customer service database   Developed documentation requirements for customer s cases for unknown issues   Resolved issues effectively by providing support in system integration for internal user and external user ETL Developer - Software Developer Emade Consulting - Fresno, CA January 2015 to Present   Utilized Extract, Transform and Load (ETL) process in SQL Server Integration Services (SSIS)   Generated monthly reports utilizing report builder in SQL Server Reporting Services (SSRS)   Gathered users and client requirement through interviews, surveys, document analysis and workflow analysis   Analyzed data which improved target markets   Generated reports from the database using SQL   Facilitated client and stakeholder meetings   Implemented Content Management System (CMS) for business owners to facilitate updating website content   Designed and redesign logos   Developed user guides for each business Owner TekEd Computer Solutions - Hanford, CA July 2001 to 2017   Maintain, repair, and upgrade computer hardware and software   Recommend new hardware or software to clients   Format hard drives and install security software such as anti-virus, anti-spyware and other security software when necessary Information Systems Internship TekEd Computer Solutions - Hanford, CA February 2013 to May 2013   Developed database for company needs   Created reports utilizing queries   Created Entity Relation Diagrams   Created Data Flow Diagrams   Designed a user interface for the database   Implemented and trained business staff on database use Education Bachelor of Science in Business Administration California State University - Fresno, CA 2013 Associate in Computer Information Systems West Hills College Lemoore - Lemoore, CA 2008 Skills MySQL (4 years), Business Intelligence, SQL Additional Information Basic Computer Skills Huron, CA 2006-2008   Planned course sequence & lessons   Utilized multiple modalities for learning Taught basic computer skills to adults   Developed new teaching methodologies for adult learners Delivered instructions to Spanish speakers   Taught courses in Spanish   Presented new ideas to

the director   UNIVERSITY STUDENT ACADEMIC PROJECTS   ckIS Consultants, Inc. Clovis, CA Spring 2013 IS Practicum (Team Project) - Database Administrator   Implemented AiM Fleet Maintenance for California State University, Fresno Agricultural Operations   Created reports using SQL and data mapping of the database   Trained the CSU, Fresno Agricultural Operations management and operational staff   Provided on-site go-live assistance   Developed workflows for different classes of users like campus requestors, administrative staff, mechanics, etc.   Performed AiM system setup and configuration   Developed documentation requirements for Fleet Maintenance   KCAO Hanford, CA Spring 2012 (Kings Community Action Organization) Marketing 100s (Team Project)   Developed a Marketing Plan to promote Free Tax Preparation for low income filers   Translated documents from English to Spanish

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