

Fresh Associate Fresh Associate IT Support - Henry Brown Automotive Mesa, AZ Authorized to work in the US for any employer Work Experience Fresh Associate Sam's Club Produce Department - Gilbert, AZ July 2019 to Present Stock produce Help customers with any questions Help maintain sales floor IT Support Specialist Henry Brown Automotive - Gilbert, AZ August 2013 to April 2019

- o Maintain computer equipment including pcs, cell phones, copiers, printers, servers, technician programming tools for all 3 stores within company
- o Provided technical support for software and hardware
- o Work with 3rd party vendors and suppliers to get equipment serviced or replaced
- o Maintain TeleVantage and Cisco Phone systems
- o Enforce network security and domain users
- o Maintain Websense block for company
- o Manage ADP software and user's
- o Manage Reynolds&Reynolds/CDK software
- o Maintain all GM resources for users.
- o Manage All users

Accomplishments:

- o Made the company have a unified system instead of multiple systems for each store they now run all together under one system and domain.
- o Updated all equipment to modern standard and help consolidate our supplies and decide what can go.
- o Run all 3 stores while being only IT professional for company.
- o Removed system redundancies increasing overall user efficiency

Cart Associate Target - Los Banos, CA January 2013 to April 2013

- o Gathered carts inside and out of store, maintain the overall appearance of the store
- o Provided relief coverage for Cashiers in the on the floor
- o Basic Customer Relations

Cart Associate/ Trainer Sam's Club - Fairlawn, OH August 2010 to December 2012

- o Gathered carts out of store, operated Cart Pusher and basic maintenance of pusher
- o Loaded vehicles and assisted customers with any questions or concerns
- o Trained new associates on carts and guided their day to day operations

Electronics Sales/ Electronics Trainer

- o Assisted guests with questions on all electronics from TV's and computers to coffee machines and pencil sharpeners; increased overall Sales and Add-on sales
- o Helped train new and previous associates on better sales tactics, how to find a better TV or computer to meet the customer's needs so they can be happy with every purchase, proper customer relations
- o Setup the new products and programmed them as needed
- o Ran wiring for new products and installed security devices
- o Assisted customers with questions about their computers and tech support in some cases.

Retail Supervisor - acting Manager Honey Baked Ham Co - Akron,

OH April 2005 to October 2009 o Trained all new hires on cashier, taking and making orders, how to do cold calls, Customer service, take deliveries efficiently o Made cold calls and customer feedback calls as phone rep o Prepped orders and all products, glazed hams, turkeys, stocked the store o Helped hire new employees o Corporate sales Education Associate of Science in Network Systems Administration ITT Technical Institute - Tempe, AZ May 2014 Additional Information Skills Works well on a team or on own Excellent customer service skills Great computer and phone skills Can manage a large group calmly and orderly Proven leadership skills Self-starter Analytical skills Great at learning new programs and hardware

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