**CONTACT**407- 272-0635 Javier Baez | Senior Tech Analyst

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Los Angeles, CA 90012

**LINKS**

https://github.com/Vlorrk  
https://www.linkedin.com/in/javibaez/

**EXPERIENCE**

**Senior Corporate Tech Analyst**

September 2020 - Present | Beachbody LLC, Los Angeles, CA

• Troubleshoot product issues, perform hardware and software diagnostics, and determine internal/external root causes for incidents across 10+ product lines

• Respond to and resolve support inquiries, adhering to Beachbody's internal end-user Service Level Agreement

• Document user issues through an internal tracking system, ensuring accurate updates, escalations, resolutions, and ticket closures

• Investigate escalated cases to provide technical support to front-line employees, utilizing backend systems and technical knowledge for specific hardware and application issues

• Prioritize and raise awareness of high-impact problems or critical bugs for quick resolution

• Collaborate with system developers and technical teams to evaluate and define IT requirements, delivering appropriate solutions and repairs.

**Advanced Repair Agent**

December 2017 - November 2020 | Best Buy, Geek Squad, Orlando, FL

• Diagnosed and resolved complex software and hardware issues through troubleshooting and repairs on client devices

• Collaborated with team members to ensure swift resolution of technical problems

• Consistently exceeded key performance objectives, including store metrics, repair quotas, and customer satisfaction goals

• Cultivated strong customer relationships, providing tailored product recommendations and repair options

**EDUCATION**

**Bachelor Of Science In Computer Science |** December 2019

University Of Central Florida, FL

**Associate In Arts In Computer Science** | June 2014

Valencia College, FL

**SKILLS**

•Troubleshooting/Working with Windows, Mac, Android, and iOS devices.

• Programming Languages: C, C++, HTML/CSS, Python, JavaScript

• Frameworks/libraries: Bootstrap, React, Next.js, Three .Js,Laravel

• Software: MS Office, ServiceNow, Jira , GitHub

• Networking: Network configuration, TCP/IP configuration, Servers & routers

• Proficient in wired/wireless networks, VPN, collaboration tools, A/V devices, and conference room systems.

• Familiarity with standard ticketing tools and ability to communicate technical solutions to non-technical users.

• Detail-oriented, self-motivated, and adept at problem-solving in high-pressure, ambiguous situations.

•Collaborative team player with effective communication and leadership skills.