

Javier Baez | Senior Tech Analyst

CONTACT

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LINKS

<https://github.com/Vlorrk>
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EXPERIENCE

Senior Corporate Tech Analyst

November 2020 - March 2024 | 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 2016 - 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 Of 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.