

# Rodnny Garcia

## **Technical Support & Customer Support Professional | Remote-Ready | Operations & Web Development | Bilingual (English/Spanish)**

Cleveland, OH 44109

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## Professional Summary

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Customer-focused Technical Support and Operations professional with experience in fast-paced retail, service, and regulated environments. I bring a strong background in customer service, troubleshooting, and supporting day-to-day operations while maintaining high standards of accuracy, compliance, and professionalism.

I have hands-on experience working with technology-driven workflows, POS systems, mobile platforms, and remote tools. I'm comfortable learning new systems quickly, resolving customer issues, and communicating clearly with diverse users.

My background includes supervising teams, coordinating schedules, handling cash and inventory, and supporting operational readiness across multiple environments. I am bilingual in English and Spanish and able to support a wide range of customers effectively.

I'm currently seeking opportunities in Technical Support, Customer Support, Operations, or Entry-Level IT roles, including remote or hybrid positions, where I can continue growing my technical skills while delivering excellent customer experience.

Authorized to work in the US for any employer

## Work Experience

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### **Independent Driver / Delivery Contractor**

Independent contractor-Cleveland, OH

January 2019 to Present

Provided customer-facing transportation and delivery services using mobile-based platforms. Managed time efficiently across multiple apps, communicated clearly with customers, and resolved issues independently. Maintained high service ratings through professionalism, reliability, and attention to detail. Demonstrated strong comfort with technology, navigation tools, and app-based workflows.

### **Night Operations Supervisor (Independent Contractor)**

Cinemark-Cleveland, OH

October 2021 to March 2022

- Supervised overnight operations and coordinated task assignments for staff. Ensured sanitation, safety, and facility readiness standards were met. Maintained accountability, quality control, and compliance during overnight shifts while acting as the primary point of responsibility on site.

### **Store Manager**

Burger King-Orlando, FL

October 2015 to January 2020

Managed daily store operations including hiring, training, scheduling, and payroll. Oversaw inventory, cash handling, and loss prevention while ensuring compliance with safety and sanitation standards. Resolved customer issues and led teams in a high-volume retail environment.

## Education

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### **Bartender (College degree)**

Expert Skills-United States

### **Upper secondary education**

### **High school or equivalent**

Dr.Cesario Rosa Nieves

## Skills

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- Processing cash transactions
- Hospitality
- Scheduling
- Office Management
- Restaurant experience
- Retail Management
- Customer service
- Team Building
- Basic math
- Management
- Training
- Profit & Loss
- Supervising Experience
- Upselling
- Assistant Manager Experience
- Team leadership
- Bilingual
- Payroll
- 5G
- Software troubleshooting
- Mobile devices
- Technical support
- Data interpretation
- Retail
- POS
- Retail math
- Remote technical support
- Store Management Experience
- Serving
- Bartending

- Docker
- Windows
- Math
- Recruiting
- Interviewing
- Computer hardware
- Customer retention
- Profit & loss
- Computer operation
- REST
- Operating systems
- Cash register
- Project management
- Database management
- Operations
- Loss Prevention
- Troubleshooting
- IT
- Excel
- Spanish
- Help desk
- Computer skills
- iOS
- Cash Handling
- Inventory management - Inventory management experience (3-5 years)
- Wiki systems
- Cash handling
- Administrative Experience
- Desktop support
- HTML
- Sales
- Regulatory compliance
- Retail sales
- JavaScript
- Databases
- Communications Skills
- Store management
- Resort
- remote work tools
- Operations Support

- Phone etiquette
- Hardware support
- Communication skills
- Food Safety
- Network troubleshooting
- Customer inquiry handling
- Bilingual Communication
- Customer support - Customer support experience (6-10 years)

## Languages

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- English - Fluent
- Spanish - Expert

## Certifications and Licenses

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### **Docker Foundations Professional Certificate (2026)**

January 2026 to Present

### **Explore a Career in IT Support — LinkedIn Learning (2026)**

January 2026 to Present

### **Driver's License**

### **ServSafe Food Protection Manager**

January 2019 to January 2024