|  |
| --- |
| 6819 Main Street, Miami Lakes FL, 33014 • (305) 308-6039 • danny.gonzalez.0861@gmail.com |
| Daniel Jose Gonzalez |
| Objective |
| To obtain a position with an organization that will allow me to use my past work experience while providing new opportunities to grow as a professional. |
| Experience |
| 2014-Present CompuTrek LLC Miami, FL Field PC Technician  * Diagnose computer/network problems for Customers. * Use diagnosis to execute and quote a repair plan. * Install computers with peripherals at workstations in Customer locations. * Recommend devices to new customers that would fit their work needs and quote costs. * Help customers with software/virus/malware issues.   ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  2009-2014 GEICO Insurance Company Miami, FL Office Coordinator  * Insurance Sales Agent, New business Auto, Motorcycle, Boat, and RV sales. * Working on new business prospects using spreadsheet leads for sales and referrals. * Inter-office technical support for programs and computers using Microsoft Office 2010, Windows XP, Microsoft Outlook and other proprietary software. * Assisting agents with underwriting questions. * Handling upset customers and solving their problems. * Managing office calendar for requested days off and work hours scheduling. * Maintain a personal/office sales log with daily and monthly sales values.   **Insurance Agent**   * Interact directly with customers. * Recommend additional products to better fit the customer’s needs. * Call back leads to increase sales opportunities and location awareness. * Manage personal daily/monthly sales spreadsheet.   ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  2006 – 2009 Circuit City Hialeah, FL Computer Service Lead Technician  * Supplied Diagnostic/Repair services to consumer computers. * Catalog customer repair statuses. * Instruct customers with the proper use of their product.  Mobile Electronics Installation Supervisor  * Manage a team of two installers. * Install mobile audio/video products into cars, boats and RV’s. * Manage the shop’s appointment book.   **Floor Salesman**   * Interact directly with customers to evaluate their needs. * Assist with technical questions |
| **Bilingual**   * Fluent in both English and Spanish.   **Microsoft Office Trained**   * Extensive use of key Microsoft Office programs such as Word, Outlook, Excel and PowerPoint.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Education 2012 – Present Miami-Dade College Miami, FL  **Associate in Arts**  Pursuing Computer Engineering Degree.  2009 University of Central Florida Orlando, FL  **Registered Customer Service Representative**   * Florida CSR Insurance License.   2008 The Academy Coral Gables, FL  **A+ Certification**   * Comp TIA® A+ Certified.   2003 – 2007 Hialeah Senior High School Hialeah, FL High School Diploma  * President of T.S.A Engineering club   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ References References are available on request. |
|  |