**Alexander Escamilla**

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(801) 500-3266

**DESIRED POSITION: GSC Customer Service – IT support**

* I am good at dealing with problems and helping people remain calm. I am patient and empathetic. I am good at figuring out the root cause of problems and helping to get them resolved.
* I am a pro-active decision maker and have good analytical thinking skills.
* I am able to generate reports and write documentation using Microsoft Office suite products.
* I have excellent computer, telephone, and communication skills.

**EXPERIENCE**

Brigham Young University. Custodian. Provo, UT, Jan. 2015 – Sep 1.

* Ensured proper cleaning and maintenance of office facilities.
* Operated vacuums, burnishers, scrubbers, and various types of cleaning equipment.

Medical Center Colsubsidio. User Attendance Assistant. Bogota, Colombia. Aug. 2014 – Nov. 2014.

* Used health software to assist patients and employees of the medical center with their appointments, and scheduling needs. Built reports as needed.
* Solved user’s problems related to their appointments and clinical history.
* Provided documentation and reports for 17 doctor’s agendas to ensure accurate information of the number of users to be seen.
* Used cash register and accounting software to record sales of medical and dental products for a value of 1,000,000 pesos a day.
* Called more than 30 users per day to remind them about their appointments and inform them of changes in their schedule.

SENA Information Systems. Databases Analyst. Bogotá, Colombia. Sep. 2010 – May. 2011.

* Supervised the development and implementation of software to track the attendance of more than 300 students per day
* Documented attendance software code, implementation instructions, and a user manual.
* Developed an information system to optimize the voting process of 1,000 students
* Developed biometric software solutions, desktop applications, and webpages in PHP, .NET, and Java powered by various back-end databases including MySQL, Microsoft SQL Server, and Oracle.

**Education**

Associate degree in Information Systems and Databases Analysis, 2011.

Minor in Computer Assembly and Maintenance, 2010.