Boulder, 80301

(303)-269-1354

[Chso5197@colorado.edu](mailto:Chso5197@colorado.edu)

ChristianSoto.me

|  |  |  |
| --- | --- | --- |
| Objective |  | To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the field of finance.  To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people. |
| Skills & Abilities |  | Spanish and English (Verbal and written)  Advanced proficiency in use and maintenance of Microsoft devices  Proficiency with Fujitsu point of sale cash registers  Excellent customer service skills  Programming languages:   * C++ * Python * JavaScript * HTML & CSS   Proficient with Mac OS, Windows and Linux |
| Experience |  | **ITSC Analyst – CU OIT**  6-15-2015 / CURRENT JOB  Responsible for:  Call intake  Operator calls  Resolving of Cases  Emailing leads and customers  Escalating/Referring Cases  Monitoring the status of cases  Resolved IT Issues over the phone and remotely  Web editing  Documenting processes for future instances  **Student Audio/Visual Set-Up**  2-15-2015 / 1/15/17  Responsible for:  Room and AV set-up  Ensuring set-ups match orders  Positive customer service and troubleshooting, as appropriate, concerns and questions from clients  Required Skills for this position include:  Basic audio and electronics knowledge  Multi-channel mixer operation and gain structure  Equalization ear training and room correction techniques  Wireless microphone operation and theory  Digital video projection operation, format and resolution standards  Computer/projector interface procedures  PC, Mac and PowerPoint knowledge  Background in Audio/Visual  Background in theatrical production  Computational skills (PC and Mac) FREIGHT/OPERATIONS, THE HOME DEPOT 7-15-2014 / 12-9-2014  Examines and inspects stock items for wear or defects, reporting any damage to supervisors.  Follows all loss prevention policies and procedures.  Marks stock items using identification, and stock location based on turnover, environmental factors, and physical capabilities of facilities.  Stocks merchandise onto shelves for customer availability; requires sorting and staging of merchandise to sales floor.  Builds end caps and promotions.  Provides fast, friendly service.  Approach customers to determine if they need help loading product into vehicles.  Loads customer products into vehicles.  Unloading merchandise using designated equipment.  Understanding carrier unload processes for efficient freight management.  Identifying and reading vendor packing slips, carrier shipping documents, UPC labels and other receiving documents and comparing to purchase orders to ensure accuracy. Security Specialist, Ross stores inc. 1-15-2014 / 7-15-2014  Provide customer service, make sure that the company policies and procedures are followed. RETAIL SALES associate, ross stores inc. 7-18-2013 / 1-15-2014  Operate cash registers and provide customer service. Secretary of media services (Work-study), front range community college 1-11-2012 / 7-17-2013  Receive calls, leasing school equipment to students and maintaining computers. COok (Work-study), front range community college 03-15-2011 / 12-12-2011  Clean, cook and direct customer service. |
| Education |  | Front range community college Associate Degree of  Applied Science in Computer Information Systems with a concentration in Microsoft Network Administration   * Computer Tech A+ Certificate * Computer Tech Network + Certificate   **(CURRENTLY) UNIVERSITY OF COLORADO AT BOULDER**  Bachelor in Computer Science (ON PROGRESS) |
| Communication |  | Fluent oral and written communication in English and Spanish |
| References |  | Danny Cantu Student manager, CU-OIT 303-735-4357  **TOM KLENOW**  A/V manager, CU-UMC 303-492-6706 |