

Objective

- Bright, dedicated people expert with a technical background looking for a position where my computer skills and outgoing personality can shine. I take pride in being detail oriented and a fast learner.

Skills & Abilities

COMPUTERS

- Proficient in troubleshooting a broad range of software across multiple operating systems (iOS, Android, Windows, MacOS). Capable of system level hardware repair on computers and other IT devices. Familiar with computer science fundamentals and programming (mostly) in Python. Aware of current and upcoming trends in technology and business.

PUBLIC RELATIONS & COMMUNICATION

- I wield an arsenal of interpersonal skills that allow me to build trust and commitment between clients, team members, and businesses. I am fluent in Spanish and English. I am well versed in psychology, sociology, and other humanitarian studies. I am comfortable speaking with strangers, and I enjoy making friends.

Experience

DAVID WEEKLEY HOMES – IT AGENT / NOV 2021 - PRESENT

- Managing a stream of incoming calls and support tickets from internal clients. Troubleshooting business systems, networks, cloud services, drivers, and hardware. Deploying and maintaining Windows 10 images for new computers. Modifying security groups and users in Active Directory and Azure. Configuring Citrix, Cisco VPN, and Cisco CUCM. Advising team members on best practices for security and maintenance.

HARRIS COUNTY PUBLIC HEALTH - FIELD IT / AUG 2021 – OCT 2021

- On-site IT for HCPHS mass vaccination sites and BDU clinics. Responsible for network deployment & device upkeep for data entry and medical staff. Access to vaccination database through Power BI and SharePoint to verify clients against previous records. Ensuring compliance with health and safety standards for clients and other team members.

STERLING MCCALL BUICK GMC – CAR SALES / NOVEMBER 2020 – MAY 2021

- Understanding clients and their relationship to the product to close sales and overcome objections. Enhancing the dealer's reputation by keeping an excellent personal brand and a reputable online presence. Acting as a subject matter expert on the automotive industry to help the client make an intelligent purchase.

FREELANCE IT CONSULTANT / JANUARY 2017 - PRESENT

- Building and repairing computer systems for private and small business clients. Assisting with setup and configuration of consumer electronics.

Education

MAYDE CREEK HIGH SCHOOL - GRADUATED 2020

- AP Computer Science 1 & 2, AP Psychology.
- Served as class president. Led a team of elected officers to arrange fundraisers and other school events.
- Attended and completed Chick-Fil-A's leadership academy in 2017.