

# Benton B. Anestal

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## Objective

A tech-savvy, solution-oriented individual with 3+ years of experience in customer service experience looking to contribute to a technology organization.

## Education

### Google Cybersecurity Professional Program

**REMOTE**

Earning CompTIA Security+ and Google CS Cert

May 2023 - Current

### Lyman High School

**Longwood, FL**

Honors Diploma, Earned **100** Community Service Hours

August 2019 – May 2020

## Work Experience

Acquisitions Specialist | Capital Homes Georgia (July 2022 – Current)

**Fully Remote Position**

- **Teamwork/Communication:** Collaborates with a diverse team of agents/specialists through Jira to produce quality outcomes. As well as using Microsoft Outlook to keep updated with e-mails.
- **Data Entry/Documentation:** Accurately and effectively kept track of leads, updating information using the company's CRM system on Podio.com.
- **Interpersonal Skills:** Follows up with assigned leads per day and outbound/inbound calling leads establishing interpersonal relationships with clients.

**Chick-fil-A** (October 2019 – June 2022)

**Altamonte Springs, FL**

- Shift Supervisor (December 2021 – June 2022)
  - **Communication/Customer Service:** Engaged with customers, team members, and staff while maintaining a positive attitude and providing exceptional customer service. Used Slack to Communicate with fellow leaders outside of work hours.
  - **Quality/Efficiency:** Safeguarded that food production in the kitchen reached customers in a timely manner; helped increase order accuracy to 96%. Guaranteed that team members maintained proper food quality and kitchen cleanliness.
  - **Data Entry/Documentation:** Managed the completion of SAFE Checklists, Electronic Restaurant Quality Assessments (eRQAs), and nightly inventory counts during night shifts.
  - **Organization/Leadership:** Strategized daily scheduling and team positioning throughout the shift; oriented five or more team members.
- Team Leader (May 2021 - December 2021)
  - **Teamwork/Reliability:** Supported supervisors and managers with kitchen responsibilities, such as food preparation and storage.
  - **Adaptability/Motivation:** Motivated subordinates to maintain compliance with rules and tackle difficult workdays.
- Team Member (October 2019 – May 2021)

## Skills, Certification, & Interests:

- **Technical Skills:** Microsoft Office Suites, Python, Jira, Slack, Podio, ChatGPT, GitHub, VS Code, 57+ WPM (Typing), 3+ Years of Customer Service.
- **Certification(s):** Google Foundations of Cybersecurity Certification (2023), Microsoft Office Certification – Word, Excel, PowerPoint (CertiPort 2018)
- **Language:** English, Spanish – Beginner