

PROFICIENCY

- Operating Systems: Microsoft Windows, Apple macOS, Debian GNU/Linux, Red Hat Linux
- Database Management Systems: SQL, MySQL, Microsoft SQL Server, IBM DB2
- HTML, Java Script, CSS, C, and XML
- Integrated Development Environments: Eclipse, Microsoft Visual Studio
- Business Management Software Programs: Sage MAS 200, Saleslogix, SAS Analytics
- Microsoft Lync: Instant Messaging, Voice over IP (VoIP) and web conferencing
- Fluent in English and Spanish – spoken, written and business proficiency bilingual.

EXPERIENCE

Electronics Tech Consultant

March 2017 – April 2019

Target

Falls Church, VA

- Educated customers and sold them new technology in the electronics section.
- Stocked and organized cutting-edge products in every variety.
- Guided clientele throughout the store to assist with finding technology solutions and accessories to meet the customer's specific needs.
- Offered expert advice and supported customer with PDA store technology.

Risk Analyst

March 2016 – December 2016

Amazon

Seattle, WA

- Created and analyzed Excel spreadsheets on an hourly basis to ensure the flow of deliveries to customers.
- Utilized a five-screen setup with latest Windows OS.
- Communicated with shipping centers utilizing Microsoft Lync.
- Embarked on a streamlining and documenting side project to enhance macros in use.

IT Specialist

December 2013 – September 2014

The Corporate Presence

New York, NY

- Performed Help Desk role at company's main office, in person, and at satellite offices, by phone and through use of remote administration tools.
- Maintained best practices for security, troubleshooting email difficulties, and other help desk functions to a multi-office business.
- Maintained sales database, pruned information for prospective clients, for use by sales team.
- Worked directly with sales team, clients, contractors, and management team to provide system support and administrative and clerical assistance.

EDUCATION

Bachelor's Degree, Information Technology
University of Central Florida

Awarded 2008