**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 Awarded 2008  
University of Central Florida