

# BRIAN A. DIAZ

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## OBJECTIVE

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Seeking a job that will utilize skills in bilingual language (English/Spanish), customer service and technology to efficiently help the company obtain higher profits and achieve its goals and sales quotas, as well as gain experience in the field.

## EDUCATION

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### *Bachelor of Science in Computer Science*

Charleston Southern University | Charleston, SC | Graduation Anticipated May 2022 | Cumulative GPA: 3.77

## SKILLS AND ABILITIES

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### Technical Skills

- Adobe Photoshop
- Microsoft Office Suite
- GitHub Experience
- Programming: C++, C#, JavaScript, and Assembly  
Those programs include a SCP in Assembly, an HTML parser, File Transfers in C++, and a photoshop program using Qt Creator.
- Databases: MySQL experience is a full in-depth course of SQL in CSCI 419 Database management (Testing various SQL commands on existing databases, protecting databases, Relational databases, and access controls)



### Additional Skills

- Bilingual (English/Spanish) and Customer Service
- Working in swim lanes with Kanboard tasks for software projects (new, to-do, In progress, for review, and complete).
- Money Handling and Observation
- Quick and adaptive learner
- Meeting deadlines in coding projects with group members in System Analysis and Software Design
- Experience in working with computer scientist in daily Meetings to update and review changes online and in person for CSCI 452 in Cyber Defense.
- Responsive and Friendly
- Organization and Planning
- Reviewing and updating code based on professional feedback
- Punctual and Dependable
- Applied networking & Algorithm
- Visual Art

## ORGANIZATIONS & EXTRACURRICULARS

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*Honor Society Member* | Upsilon Pi Epsilon (UPE) | Nov 2020 – Present (1 year, 4 months)

## Projects

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*GitHub Portfolio* | <https://briandiaz0.github.io/> | Updated as of 02/01/2022 |

## EXPERIENCE

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**Mobile Expert** | T-Mobile | September 2020 – Present

- Meets or exceeds all assigned sales quotas and performance goals
- Sells postpaid services and products for consumers with credit-applications
- Handles customer service issues in a professional and empathetic fashion
- Engage in discussion with customers, asks questions and listens intently to make the best recommendation for their cellular needs and mobile advice
- Builds relationships with customers to develop opportunities to cross sell additional products and obtains referrals from customers to further business and sales

**Sales Associate** | Target Tech | June 2020 – August 2020

- Communicated effectively with customers
- Input inventory for cellphones
- Sold and marketed cellular services with major carriers such as AT&T, Consumer Cellular, and Verizon Wireless in addition to Cricket Mobile, TracFone, and Total Wireless
- Sold additional products in the electronics department such as external speakers, headphones, and cases
- Processed transactions efficiently and achieved sales quotas

**Sales Associate** | Boost Mobile | November 2017 – June 2019

- Sold prepaid services and products
- Engaged in discussion with customers, asked questions and listened intently to make the best recommendation for their needs
- Worked as part of a team with other associates to complete tasks such as processing transactions and customer service
- Achieved sales and performance goals