

## Skills and Abilities

- Microsoft Office and Office365 (Word, Excel, Power Point, Access)
- Filing
- Answering Phones
- Multi-tasking
- Working under stressful conditions
- Computer Repairs
- Phone Technical Support
- Customer Service
- Team Leading
- Managing Cases
- Training
- HTML, CSS, JavaScript, JQuery, React, ReactJS, NodeJS, Web RESTful API with Node and Java
- Jest / Cypress Development Unit and End to End Testing
- C++
- Windows Technical Support
- MacOS Technical Support

## Employment Highlights

### **Windstar Lines, Inc**

**2024 - present**

CDL Class B Driver, Motor Coach Driver

- Pick up and drop off guests as per charter contracts from their location to desired destination.

### **Mears Transportation**

**2019 - 2024**

CDL Class B Driver, Motor Coach Driver

- Pick up and drop off guests as per charter contracts from their location to desired destination.
- Disney Magical Express transportation to and from Orlando International Airport and Disney World Resorts
- Universal Studios Transportation to/from resorts to City Walk and/or Volcano Bay

### **Alorica**

**2018 - 2019**

Dell ProSupport Technical Support Rep

- Assisted Dell ProSupport customers with technical support with their Dell devices
- Troubleshoot internet issues by checking network settings on Windows
- Case Ownership until issue fully resolved
- Maintained a case load of under 10 open cases a week compared to an average of 25 cases by other agents.
- First Call Resolution, Low Average Handling Time < 15 mins, > 90% Customer Satisfaction Surveys

## Apple, Inc

2016 - 2018

AppleCare Spanish Technical Support for iOS, CPU, WMM, Apple TV, Beats.

- Setup/Troubleshoot Apple Devices, including but not limited to iPhones, Macs, Routers, etc.
- Sell AppleCare+ and AppleCare Protection Plan to customers for their devices.
- Support with technical issues from app install, printer setup, network setup and troubleshooting, and malware.

## Certifications

- Microsoft Office Specialist

2013

## Education

### Hollywood Hills High School, Hollywood, Florida

2003

- High School Diploma

### Fast Train, Ft Lauderdale, Florida

2009

- Earned diploma on Management Information Systems.
- Courses completed without certification tests for A+, N+, MCSE/MCSA, Security+, Cisco

### Broward College, Davie, Florida

2012 - 2013

- Computer Programming and Analysis.

### Lambda School, Online School

2020 - 2021

- UI/UX Design with HTML, CSS3 using Preprocessor LESS, and Javascript
- ReactJS Frontend Development
- NodeJS Restful API Backend Development
- Python Development
- Algorithms
- Data Structures
- Hash Tables

## Accomplishments

- Received a **Certificate of Recognition** in the US Marine Corps for creating a **Microsoft Access Database** to track all the records of a unit of over 400 Marines.
- Created and Shared Script template using HTML, CSS, Javascript and JQuery for other phone advisors to use to help them get a better flow on their calls and provide the expected level of service for each customer.

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- Created a Notes Template on HTML, CSS, Javascript and JQuery used to log each case per call and copy to the logging tool.
  - This template also automatically provided articles relevant to the case to share with the customer as specific keywords are found within the notes.