Carlos Marquez

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EDUCATION

W. P. Carey School of Business, Arizona State University, Tempe, AZ   May 2024
- Bachelor of Science, Computer Information Systems   Arizona State University
- Awards: Dean's List, Seeds of Sustainability Award   GPA: 3.04

PROFESSIONAL EXPERIENCE

Customer Service, Education at Work, Tempe, AZ   September 2022 – December 2022
- Consulted and coordinated with internal departments, external plans, providers, businesses, and government agencies to obtain information and ensure resolution of customer inquiries in a timely manner

Machine Operator, Sub-Zero, Goodyear, AZ   July 2020 – August 2022
- Strategized methods of training new operators resulting in time savings and increased success with key performance indicators for trainees
- Supported set-up and operation of Strippit, Flatbed, Brake Press, and Laser Cutter with consistent exceeds of efficiency and waste metrics

Pipeline Operator, Creek Pipe Company, Midland, TX   March 2020 – July 2020
- Headed a crew of two to four technicians to provide safe, complete, and on-time delivery of contract work
- Primary contact for site manager. Coordinate crew activities onsite and provided daily project progress reports using Excel.

Cultivation Assistant, Tryke Companies, Phoenix, AZ   January 2019 – February 2020
- Optimized training of new employees in all necessary cultivating techniques: including pruning, de-leafing, thinning, irrigation, cloning, mixing fertilizers, and pest control.
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LEADERSHIP EXPERIENCE

Squad Leader, eSquared Communication Consulting, Tempe, AZ   December 2017- January 2019
- Worked closely with the developers to remove redundancies in the client database.
- Implemented Squad workflows that improved call times and first-call troubleshooting success rate.
- Contributed to the successful project delivery for a device upgrade and database audit project.

SKILLS & ACTIVITIES

Technical Skills: Microsoft Office (Excel, PowerPoint), Citrix, Salesforce, Classroom Experience with SQL, Python, Java, Tableau, PowerBI,

Spanish: Fluent in speech, intermediate levels of reading and writing ability- experience in an office setting