

# CHRISTOPHER CARRILLO

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## SUMMARY

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Self-motivated individual with 6 years of experience in the customer service industry gaining valuable transferable skills in computer systems, problem-solving, conflict-resolution, teamwork and supervising. Constantly learning and adapting to new and complex situations. Eager to bring a diverse range of talents into a new engaging professional environment. Committed to perusing my career passion in information technology.

## EDUCATION

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**Bachelor of Arts in Interdisciplinary Computing and the Arts** - *University of California, San Diego* (June 2018)

## SKILLS

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- Work effectively with a team as well as independently with minimal supervision
- Able to coordinate activities and lead groups of people
- Excellent interpersonal, oral, and written communication skills
- Organized, detail-oriented, and able to adhere to oral and written instructions
- Dependable, resourceful, fast-learner, and self-motivated
- Languages: Fluent in spoken and written Spanish
- Programming Languages: JAVA, C++
- Web Application Tools: Javascript, HTML, CSS, SASS, AJAX

## RELEVANT EXPERIENCE

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**Bartender**, AMC Dine-In Fullerton 20, Fullerton, CA (October 2018 – March 2020)

- Provided excellent customer service under a fast-paced working environment
- Supervised and trained bar staff weekly counting and troubleshooting inventory
- Installed, upgraded, and troubleshoot POS computer systems
- Performed maintenance on projectors by safely replacing projector light bulbs and filters, and aligning images
- Applied problem-solving and conflict-resolution skills to enhance consumer experience by addressing guest concerns
- Collaborated with all levels of management in maintaining and keeping track of inventory
- Increased sales by organizing incentive programs among staff members
- Assisted in satisfying customer needs through recommendations and placing beverages orders

**Audio-Visual Technical Assistant**, UCSD, La Jolla, CA (September 2016 – January 2018)

- Assembled and organized audio and visual technical systems for a variety of events including live concerts and conferences
- Instructed event speakers in utilizing productivity software tools on a macOS or windows operating system
- Advised guest of appropriate UCSD tech equipment procedures
- Provided excellent customer and technological support under pressure during events to ensure successful and pleasant experience
- Responded to customer request to technical support in person and in a timely manner
- Directed stage lighting for large scale events and small-scale events
- Ensured successful completion of live seminars independently
- Effectively implemented work order requests to commence event set up
- Collaborated with team members to prepare and operate audio and visual equipment