

CARLOS PINILLA

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◦ DETAILS ◦

West New York
United States
2018938876
cpinilla144@gmail.com

◦ SKILLS ◦

Law Enforcement

Monit

Computer Systems

Advanced Analytical Thinking
Skills

JavaScript

Software Troubleshooting

Order fulfillment

Creative problem solving

Complaint resolution

Document review

Hardware installations

LAN protocols

End-user support

POS systems expert

Report preparation

◦ LANGUAGES ◦

Spanish

👤 PROFILE

With over 5 years of experience in customer service and sales, I am a tech- savvy Mobile Expert at T-Mobile, where I provide personalized and effective solutions for diverse tech needs. I have a Google IT Support certification that enables me to troubleshoot and resolve problems related to devices and account services, as well as to educate customers on the latest tech products and features. I am also passionate about graphic design, I have skills in computer animation, web design, and banner designing, which I utilize to create engaging and appealing visuals for various projects and platforms. I am motivated by the challenge of finding the best fit between customer needs and tech solutions, and I strive to deliver excellent customer service and satisfaction.

📁 EMPLOYMENT HISTORY

Mobile Expert at T-Mobile, West New York

November 2021

- ▢ Asked personalized questions and identified products that matched customers' needs
- ▢ Sustained ongoing customer relationships by building rapport and trust
- ▢ Delivered results by meeting monthly sales goals in minimum of 5 out of 7 categories including handset, tablet service devices, device protection, accessories and extra features
- ▢ Troubleshoot and resolved problems related to devices and account services
- ▢ Maintained weekly and monthly ongoing training in areas of sales, customer service, new products and services, operations and policy
- ▢ Operated and reconciled cash registers and credit machines and prepared opening and closing deposits
- ▢ Displayed exemplary customer service during difficult interactions by employing empathy, positive attitude, and focusing on solutions
- ▢ Maintained sound knowledge of company product suites.
- ▢ Monitored wireless sales space to establish familiarity with various carriers.
- ▢ Performed in-store product demonstrations at assigned events.
- ▢ Maintained up-to-date knowledge of store sales, payment policies and security standards.

Information Technology Specialist at Freelancer

October 2018 — July 2021

- ▢ Responsible for maintenance and backup of internal development servers
- ▢ Support of legacy desktops, laptops and servers
- ▢ Evaluate new hardware and software to meet company requirements
- ▢ Provide technical advice and assistance to office staff as needed
- ▢ Monitor or optimize performance, security, backup, and recovery of database.
- ▢ Plan, develop, and manage all IT services, programs, and support throughout enterprise
- ▢ Provide internal IT support (server security, software updates, and hardware maintenance.)
- ▢ Optimize use of social media platforms for business purposes

- ▮ Research, design, and implement appropriate technologies to support and improve corporate communications, access to information, and end-user productivity
- ▮ Stay informed on new or emerging trends and technologies that provide clear benefits to organization, business partners, and/or customers
- ▮ Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes.
- ▮ Resolved escalated issues by serving as subject matter expert on wide-ranging issues.

Claims Coordinator at Hubbell Incorporated, Greenville

September 2017 — July 2018

- ▮ First point of contact for discrepancies
- ▮ Responsible for fully documenting all claim requests in appropriate systems, this includes gathering pictures, BOL's, and delivery receipts
- ▮ Investigates claims through various avenues, both internal and external, for resolution of claim
- ▮ Elevate claim to Manager when appropriate
- ▮ Identify and report to manager all non-compliant occurrences
- ▮ Develop productive working relationships with internal/external customers
- ▮ Adhere to finance policies, procedures and internal controls
- ▮ Assistance with additional assignments and projects as needed.
- ▮ Organized and participated in claim review meetings and new business presentations.

Consultant Expert at 2020 Communications, Jersey City

April 2012 — January 2017

- ▮ Troubleshoot, resolve hardware and software issues for end-users
- ▮ Install and configure software applications and updates
- ▮ Provide technical support for remote users via phone and email
- ▮ Generate retail sales by using your passion for cutting-edge technology, and exceptional customer service to expand the Verizon network.
- ▮ Learn and uncover customers' needs by creating connections and asking the right questions.
- ▮ Position product insights and solution recommendations to provide customers with a complete top-down sales solution.
- ▮ Continuously develop yourself through ongoing training and up-skill in operational functions across merchandising and inventory.
- ▮ Educating and engaging customers through product demonstrations for FIOS service.
- ▮ Interacting with customers and providing prompt and courteous customer service to all customers in person, and via phone.
- ▮ Strong Leadership, organizational, time management, and mentoring skills.
- ▮ Proven ability to meet targeted goals, was number one store in 2012-2015 in the whole nation for making the most sales, maximized sales opportunities, and presented a professional sales image.

Graphic Designer / Customer Service at Graphic Solutions & Signs, Hackensack

January 2008 — January 2012

- ▮ Develop creative imagery for marketing materials, such as brochures, postcards, business cards, catalogs, and packaging
- ▮ Created 3D models and animation for clients.

- ▯ Developed infographics to better communicate complex data.
- ▯ Design and manage digital marketing assets, including social media graphics, email templates, and website banners
- ▯ Coordinate and execute digital marketing campaigns, including SEO, SEM, and social media advertisement
- ▯ Analyze and report on digital marketing performance, identifying areas for improvement
- ▯ Collaborate with marketing team to develop and implement marketing strategies
- ▯ Stay up-to-date with industry trends and best practices in graphic design and digital marketing
- ▯ Design and create visually appealing digital and print materials, including social media graphics, email templates, and flyers
- ▯ Coordinate and execute digital marketing campaigns across various platforms, such as social media and email
- ▯ Monitor and analyze digital marketing performance, making recommendations for improvements
- ▯ Collaborate with marketing team to develop and implement marketing strategies



EDUCATION



Bachelor of Science in Information Technology, University of Phoenix

January 2023 — January 2026



Associate of Arts and Sciences - AAS, Associate

September 2024 — January 2025



Cliffside park High School, Cliffside Park

September 2000 — June 2004



COURSES

