Edgar Del Valle

EDQARDV@gmail.com ❖ (619) 204-0749 ❖ San Diego, CA ❖ linkedin.com/in/edgardelvalleb/

EDUCATION

California State University, San Marcos   **Graduating December 2023**
BS Computer Science Information Systems   *San Diego, CA*
San Diego Mesa College   **Graduated June 2020**
AS Business Administration   *San Diego, CA*

WORK EXPERIENCE

Platform Science   **August 2022 – Present**
Technical Support Specialist   *San Diego, CA*
- Maintained call time resolution under 10 minutes to lower wait times.
- Resolved over 15 customer technical issues per day and recommended solutions.
- Guided product users through features and functionality.
- Researched and identified solutions to software and hardware issues using provided tools.
- Diagnosed and troubleshot technical issues, including heavy android application support.
- Properly escalated unresolved issues to relevant internal teams.

EcoATM | Gazelle   **March 2021 – August 2022**
Technical Support Agent   *San Diego, CA*
- Achieved 96% kiosk up-time.
- Maintained call time resolution under 12 minutes to lower wait times.
- Documented, tracked, and monitored over 40 cases per day to ensure timely resolution using Salesforce.
- Conducted in-depth technical troubleshooting to correct kiosk-related issues using system tools to diagnose hardware, software, and other machine-related issues.
- Provided feedback and follow-up on kiosk issues, escalating unresolved issues to the appropriate group
- Supported and leveraged other associates within the department to share best practices and knowledge.

FedEx Office   **April 2017 – March 2021**
Lead Consultant   *San Diego, CA*
- Demonstrated consultative behaviors to deliver friendly, polite, and expert service to over 50 customers per day.
- Managed production flow to ensure all orders were completed accurately and on time.
- Took customer orders, provided pricing information, and performed consultative selling while recommending FedEx Office products and services.
- Tracked and logged all production jobs and took lead responsibility for digital imaging and scheduling production orders.
- Set up complex orders and managed multiple tasks simultaneously.
- Ensured effective communication among shifts and provided leadership to team members as needed.
- Assisted with financial reporting including daily sales, close-outs, and bank deposits.

SKILLS & INTERESTS

- **Skills:** HTML, CSS, Javascript, ReactJS, NodeJS, PHP, SQL, C++, Python, Linux, Salesforce, git, VSCode.