

DEJACLARKE

San Leandro, California

[LinkedIn](#)

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| (510) 401-7393

PROFILE SUMMARY

Passionate technical consultant enthusiastically pursuing the opportunity to transition into software development and add immediate value to a growing organization. Inspired to learn new skills, and driven to apply an unfailing work ethic to meet objectives. Experienced in providing in-depth technical support to clients, solving 99.2% of cases, and troubleshooting hardware, software and optimizing technology upgrades.

SKILLS

- **Professional:** Meticulous attention to detail, Exceptional communication skills, Problem Solving, and Analytical thinking
- **Technical:** Troubleshooting of software, MS Office, Photoshop, Html, and CSS

WORK EXPERIENCE

Repair Technician

Oct, 2021 - Present

Assurant, Emeryville

- Removed, fixed, and replaced components such as LCD screens, home buttons, and charging ports on phones, tablets, and other consumer electronics.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Conducted diagnostic procedures to determine the root causes, and debugged application issues on devices.

Tech Consultant

May, 2019 - Oct, 2021

AT&T, San Leandro

- Helped customers complete purchases, locate items and join reward programs.
- Implemented needs-assessment tools to identify demand for services and products.
- Analyzed customers processes to propose optimal software applications for unique requirements.
- Recommended technology upgrades to improve client security.

EDUCATION

Expected June 2023

Associates in Computer Information Systems

Las Positas College - GPA 3.7

Coursework: Cyber Security Bootcamp, Computer Information Systems, CIS- Web Development

Expected June 2023

Web Development Certificate

Las Positas College

Prepares students for a variety of career opportunities targeting software development

CERTIFICATIONS

Google IT Support

January 2022

Apple Certified Technician

November 2021

Wise Certification

December 2022