

## **ERNESTO E. PELAEZ**

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### **B & H Photo Video Incorporated, New York, NY, 2007 - Present**

#### ***Chat and Email Specialist, 12/15 - Present***

- Trouble shoot recently purchased computer, printer, hard drive and portable entertainment equipment; assess software and functionality
- Assist customers in product selection; guide them through process of product recommendations and purchasing
- Help customers with returns, policy and procedures
- Research and validate customer information to prevent fraud
- Provide customer support for shipping, tax, customs clearance, international shipping regulations and tariffs
- Keep current on logistics of carrier processes for UPS, FedEx, and DHL
- Support customers in both English and Spanish across the globe via chat and email

#### ***Display Merchandiser, 11/11 - 12/15***

- Received packages and equipment
- Maintained store display materials
- Verified packages against BOLs
- Prepared and packaged equipment for remote operations
- Shipped and received inventory to vendors
- Kept accurate data regarding assets, inventory and organization of equipment
- Performed data entry of asset tags and serial numbers into inventory system
- Completed planogram of all department level displays on a quarterly basis ensuring that maintenance and inventory was accurate
- Swapped out and refreshed working display models inside the store to maintain product integrity
- Inventoried and stocked all levels of equipment, media and tools needed for store displays
- Participated in storewide inventory cycle count every six months
- Fulfilled miscellaneous duties as assigned such as meeting with vendors, reviewing contracts and store signage
- Coordinated with vendors about store displays and end caps

#### ***Sales Associate, 07/07 - 10/11***

- Assisted customers in troubleshooting existing purchases
- Supported customers with new purchases
- Trained incoming employees on standard operating procedures, product knowledge, and UNIX
- Serviced memory and hard drive installations as well as antivirus software

### **Legal Aid Society, Bronx, NY, 2002 - 2005**

#### ***Desktop Support and LAN Technician***

- Provided support for Novell/Citrix network for over 2000 users throughout New York City
- Supported applications such as MS Office XP, WESTLAW, OCA, NOVELL Group-Wise, CITRIX XP, and CDD/JRD case tracking
- Maintained and troubleshot network connections on desktop computers as well as on various network and desktop laser printers
- Performed daily administrative duties such as creating and assigning new user accounts for employees
- Installed, configured, and maintained office PCs
- Provided onsite support to users including installing, upgrading, and troubleshooting hardware for DELL, HP/Compaq, IBM, systems servers and printers ranging from video and sound cards, memory, hard drives, modems and network cards
- Made printer maintenance kits available for various HP network printers which involved crimping and installation of RJ-45 cables in a network environment
- Participated in 2000 PC Rollout/Migration from Win 9X TO Win XP
- Upgraded all network client software and anti-virus software

### **Consortium for Workers Education, New York, NY, 1998 - 2002**

#### ***Computer and Local Area Technician***

- Provided support in a Novell/NT/2000/Citrix Network with over 500 users throughout New York City
- Supported applications such as MS Office, MS Publisher, MS Outlook, Internet Explorer, Norton Anti-Virus, and ACMS/FoxPro Database
- Maintained and troubleshot network connections on desktop computers, various network and desktop laser printers
- Performed daily administrative duties such as creating and assigning new user accounts for employees
- Was responsible for the installation, configuration, and maintenance of PCs
- Provided onsite support to users including installing, upgrading and troubleshooting various types of hardware for IBM compatible clone systems ranging from video cards, memory, hard drives, modems, network cards, and printers
- Maintained crimping and installation of RJ-45 cables in network and classroom environments

**Education**

***Bronx Community College***, Bronx NY, 1994 - 1995

Concentration: Business Administration

**Certifications**

Windows 2000 Certification Program, 2000

COMPTIA A+ Certification [ID#COMP103002276], 2000

Hispanic Labor Committee Certification in Office Policies and Procedures, 1998

**Hardware**

Lenovo, Asus; MSI, HP, DELL AND Compatible Workstations; Servers, Laptops, Network and Stand-Alone Printers; CAT 5 Cable; HUBS; Switches; CD/DVD Writers; SCSI Systems; Portable Handheld Devices

**Software Programs**

Sales Force; Skype for Business; Cognos; Unix; DOS; WIN 9X; ME; 2000 XP 7 – 10; Citrix Terminal Server; WIN 2000 Advanced Server; ACMS Database; CITRIX Metaframe; NORTON; Kaspersky; MCAFEE Antivirus Software; Office Suite 2007, and Microsoft Teams

**Additional Skills**

Fluent in English and Spanish with the ability to translate

Active listener with excellent customer support and communication skills

Adept at critical thinking and problem-solving

Enthusiastic team player with outstanding interpersonal skills

Skilled at learning new concepts, protocols, and programs quickly

Can work well under pressure and without supervision

Type 75 + wpm