

MICHAEL AMAYA

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SUMMARY

Reliable, outgoing, looking for a full-time position where my work experience, education, and skills can provide the opportunity for knowledge and growth in my professional career.

HIGHLIGHTS

- Punctual and reliable
- Tech-savvy
- Organized
- Works well in team
- Fluent in English and Spanish
- Responsible driver
- Multi-tasker extraordinaire
- Payment tracking systems services
- Great customer relationship
- Hardware and software installation

ACCOMPLISHMENTS

- Awarded for opening the most credit cards in the store
- Awarded for sale the most account insurance protection in the store

EXPERIENCE

09/2018 to 03/2020

Passenger Service Agent

Menzies Aviation

- Examine ticket, passport, and other identifying documents, and confirm passengers flight details and print Boarding passes.
- Process luggage and ensure that it complies with the airline's and government restrictions then attach luggage Tags.
- At the gate facilitate passengers boarding onto flights.

09/2000 to 06/2018

Sales Associate Electronics Department

Walmart

- Utilized computer workstation and database in order to track, monitor, network, and update Merchandise.
- Problem solved customers' needs with the collaboration of management and/or team members
- Effectively worked with team members in order to provide a superior experience for the customers
- Translated for customers from Spanish speaking countries
- Able to work in a fast-paced environment and stand for long hours
- Management of office equipment such as computers, copier, and fax machine

7/2009 to 6/2010

Technician/installer

Brighthouse Networks

- Installed and repaired television cable, phone, and internet in subscribers' homes
- Set up in-house wireless network installation
- Able to connect multiple areas of the home by networking cables through walls, ceilings, and attics

CERTIFICATIONS

- Computer Engineering Technology in Microsoft
- Microcomputer Repairer/Installer
- Wireless IP Communication Tech

EDUCATION

2009 Computer Engineering Tech **A.S Degree**

2000 High School Diploma

Valencia College Orlando, Florida

Colegio Nicolas Esguerra Bogota, Colombia