

Paul Rodriguez

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I'm always learning new things and willing to learn even more, making myself accountable in the process and building reliable and efficient systems as consequence.

If there is something that I love as much as learning new things, it is just teaching others what I've learned.

Skills

Computer skills

- **Microsoft Office Suite:** Familiar with Word, Excel, Powerpoint and Outlook.
- **Microsoft Windows:** Practical knowledge of Windows operating systems and software troubleshooting.
- **Linux & Bash:** Extensive knowledge of Linux Desktop operating systems and familiarity with the Linux command line.
- **Hardware troubleshooting:** Good analytical and troubleshooting abilities.
- **Python:** Basic understanding of Python programming process automation.
- **Adobe Creative Cloud:** Good understanding of adobe photoshop tools.

Office skills

- **Customer service:** Good interpersonal skills to assist customers.
- **Team-Oriented:** Good communication and listening skills, able to understand ideas or concerns as part of a team.
- **Bookkeeping:** Ability to maintain detailed and well organized records.
- **Organization:** Able to separate and shape large amounts of either information or files.

Experience

Telvista - Mexico City

Customer Service Associate, 10/2019 - 02/2020

- Managing large amounts of inbound and some outbound calls in a timely manner.
- Following call center "scripts" when handling different phone service issues.
- Solving technical issues by communicating directly and constructively and by being assertive.
- Meet personal and team qualitative targets.

Paraiso Vegetariano, Mexico City

Line Cook , 2019 to mid 2019

- Maintained well-stocked stations with supplies and spices for maximum productivity.
- Checked each food item for freshness and provided feedback to kitchen supervisor for removal.

Projects

- **CompTIA A+:** Currently studying for the industry standart IT certification.

Education

Escuela Nacional Preparatoria no. 5 José Vasconcelos (Highschool)

Certificate Certificado de estudios parciales

References

George Zavala: (323)392-4644

Jajaira Rodriguez: (310)489-8320