Paul Rodriguez

IT technician • Administrative assistant

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Dedicated and self-motivated, always learning new things and willing to learn even more, making myself accountable,and building reliable and efficient systems. If there is something that I love as much as learning new things, it is teaching others what I've learned.

Skills

- **Microsoft & Google office suite:** Experienced at word processing software and spreadsheets.
- **Microsoft Windows:** Experienced at Windows operating system 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 Photoshop:** Familiar with adobe photoshop.
- **Team-Oriented:** Good communication and listening skills, able to understand ideas or concerns as part of a team.
- **Organization:** Able to separate and shape large amounts of simple or complex data.

Experience

GW Security, El Monte, CA   *Administrative assistant 02/2021- Current*

- Assisted customers with a warm and professional attitude by email and phone.
- Processed refunds.
- Kept records of customer complaints.
- Managed technical support email.
- Handled inbound calls, and outbound calls.
- Booked appointments.
- Assisted with technical support duties.
- Data entry for return information and product specifications.
- clerical support duties including scheduling.

JC Sales, Commerce CA   *Stocker, 06/2020 - 01/2021*

- Retrieve stock as necessary to fill orders.
- Repack stock as needed, keep department clean and well organized.
- Ability to operate bar code scanners along with knowledge and use of tracking, labeling and barcoding software.

Telvista, Mexico City   *Customer Service, 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.

Education

CompTIA A+

Core 220-1001, currently studying for Core 2 220-1002.

Escuela Nacional Preparatoria no. 5 José Vasconcelos (Highschool)
          Mexico City, México

Certificate, certificado de estudios parciales.