Paul Rodriguez

Administrative assistant, technical support, data entry.

Compton, CA 90221
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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 text 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 and understanding on functions of computer and cellphone components.
- **Scripting languages:** Brief understanding of scripting languages such as python, bash and javascript.
- **Markup languages:** Able to write, on markup languages such as HTML and markdown.
- **Adobe Photoshop:** Familiar with adobe photoshop.
- **Data entry:** Able to separate and shape large amounts of simple or complex data.

Experience

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

- Assist customers with a warm and professional attitude by email and phone.
- Hardware and software troubleshooting on IP surveillance systems.
- Keep records of customer complaints.
- Manage technical support email.
- Hand inbound calls, and outbound calls.
- Book appointments.
- Assist 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.