

# Paul Rodriguez

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Montebello, CA 90640

323-714-8196

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Portfolio website: <https://github.com/et-black/portfolio>

*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