

CRYSTAL EDWARDS-FLORES

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CAREER SUMMARY

Aspiring IT Internship with 10+ years of experience using technical systems and software applications in utility and military environments. Adept at troubleshooting digital equipment, resolving software glitches, and maintaining data integrity. Well-developed ability to collaborate with technical teams while learning IT systems. Career history of using Microsoft Office Suite, SAP, Workbook, PowerApps, and military computer systems.

PROFESSIONAL EXPERIENCE

SOUTHERN CALIFORNIA GAS COMPANY

Pico Rivera, CA

Customer Service Field Instructor

Apr. 2023 – May 2024

- Developed and distributed technical documentation and troubleshooting guides for software applications, streamlining problem-solving processes for field technicians.
- Facilitated hands-on technical training for technicians on the installation and programming of smart meter technology and intelligent home appliances.
- Cultivated strong collaborative relationships with technicians and direct supervisors, improving technical support workflows and team communication.
- Enforced company-wide safety and technical policies during fieldwork to ensure quality assurance and maintain high standards of accountability.
- Leveraged SAP, MWM, and CIS systems to monitor technician progress, analyze training data, and proactively address knowledge gaps.
- Trained an average of 9 technicians per month, resulting in consistently positive feedback from post-training surveys.

SOUTHERN CALIFORNIA GAS COMPANY

Anaheim, CA

Energy Technician Residential

Aug. 2015 – Apr. 2023

- Provided technical guidance and hands-on instruction to customers on the confident and effective use of smart thermostats and connected home appliances.
- Installed and programmed advanced metering infrastructure for real-time data transmission and system monitoring, troubleshooting and repairing systems to ensure operational integrity.
- Rapidly responded to and resolved emergency gas leaks, mitigating risk and ensuring strict regulatory compliance under high-pressure conditions.
- Streamlined project management and team communication by leveraging software applications including Workbook, PowerApps, Outlook, and Teams.
- Maintained a 100% quality assurance score while completing orders at an average of 40 customer homes and businesses per week.

UNITED STATES ARMY

Ontario, CA

Military Police - Honorable Discharge

Mar. 2013 – Jan. 2020

- Complied with rigorous data security protocols by utilizing CAC cards and digital certificates to safeguard sensitive information and encrypt communications across secure networks while maintaining a security clearance.
- Operated and monitored large-scale, multi-camera surveillance systems, analyzing real-time data to support mission-critical operations for federal agencies.
- Created a financial tracking system to resolve pay discrepancies for over 100 soldiers, resulting in the recovery of over \$100,000 in backpay.
- Completed two deployments in support of Operation Enduring Freedom, demonstrating adaptability, resilience, and effective performance in high-stakes environments.

EDUCATION & TRAINING

NPower IT Support Specialist, Los Angeles, CA

Sept.-Nov. 2025

18-week, 300+ hours receiving hands-on technical Informational Technology training and microprojects in a cohort-learning environment. This program's IT instruction is centered on CompTIA Tech+ and ITF+ & Google IT Support certifications.

B.S., Cybersecurity

National University; San Diego, CA

May 2023-Spring 2027

AWARDS & RECOGNITIONS

United States Air Force Achievement Medal: Awarded while serving alongside Air Force for exceptional performance in my role as headquarters admin.

United States Army Achievement Medal: Awarded for meritorious service during a successful deployment while in acting role as an Engineer.