

Frank M Flores

818-271-8995 | frankmagflores@gmail.com | www.linkedin.com/in/frankmflores

Skills & Abilities

- Full stack web development boot camp for HTML5, CSS3, JavaScript, jQuery, Node.js
- Experience in Microsoft Office suite
- Experience in Java, C, C++, Visual Basic
- PC-based hardware and software installation/removal
- TeamViewer/Zoom
- Active Directory/RDP
- Azure, Jamf, Service Now
- Bilingual (Fluent in Spanish)
- Strong customer service experience
- Great communication skills
- Ability to work in teams or independently
- Ability to work with confidential data and sensitive information
- Good troubleshooting skills

Education

THE CODING BOOTCAMP AT UCLA EXTENSION

- Full stack flex web development boot camp at UCLA Extension in Los Angeles
- July 2020

LOS ANGELES MISSION COLLEGE

- Associates Degree in Computer Science June 2018
- Dean's Honors List 2016-2018

LA HIGH TECH BRIDGE & CODING BOOT CAMP

- Coding boot camp for full-stack web development at Los Angeles Mission College
- May 2018

Experience

SERVICE DESK ANALYST | UNITED TALENT AGENCY | FEB 2020 – CURRENT

- Provide technical support for first call resolution of 1,000+ end users across 4-5 locations globally
- Resolved issues by researching documentation; troubleshooting hardware, software, guiding client through corrective steps; escalating problems to second level; tracked status of problems and solutions.

FIELD TECHNICIAN | RSM IT TECHNOLOGIES | JUNE 2019 – FEB 2020

- Tested and diagnosed network and hardware problems
- Worked with sensitive information/server support for major enterprises and corporations
- Worked with customers and bridge support to troubleshoot hardware and software related issues
- Provided general desktop support such as troubleshooting and installation/maintenance of hardware/software

CREW MEMBER | TRADER JOE'S | NOV 2007 – JUNE 2019

- Have worked successfully in different environments, working with a team or independently.
- Trained new hires of different ages and backgrounds.
- Work well with different coworkers and customers and provide the best environment and attitude for those around me.

JR. WEB DEVELOPER INTERN | UCVIEW | APRIL 2018 – JUNE 2018

- Created digital signage for the company's clients using HTML/CSS/JavaScript.
- Worked alongside two Sr. Web Developers