

Jose Fernandez

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Sales Associate | Founder & System's Admin | Digital Reputation Associate

Dynamic Growth Leader with History Forging Operational Success for Technology and Retail Organizations.

Resilient, dedicated, innovative, and agile IT and sales professional showcasing extensive experience spanning system administration, IT support, and sales associate roles with a proven track record driving process improvements, sales growth, and team development. Envisions opportunities for organizational growth & triggers change while championing efficiency, customer satisfaction, and employee growth. Precise and concise communicator & listener, collaborator, and leader, spearheading diverse experts/teams toward accelerated progress, tangible results, and rapid business value.

SKILLS

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|---------------------------|------------------------|-------------------------|
| ▪ Operational Leadership | ▪ Project Management | ▪ Interpersonal Skills |
| ▪ Business Administration | ▪ Inventory Management | ▪ Organizational Skills |
| ▪ Process Improvement | ▪ Team Collaboration | ▪ Sales Proficiency |

PROFESSIONAL EXPERIENCE

SECURED SNEAKERS LLC | SCOTTSDALE, AZ | MAY 2022 - MAY 2023

Sales Associate

Secured Sneakers LLC is a leading footwear retailer, connecting enthusiasts with high-quality products. Sales Associate demands superior customer service, maximized sales opportunities, and maintaining an up-to-date understanding of product offerings.

- **Sales Proficiency:** Amplified sales by delivering an exceptional customer experience; exercised keen product knowledge and a consultative approach to guide customers towards the right fit, driving customer satisfaction and loyalty, and boosting sales.
- **Customer Relationship Management:** Cultivated robust customer relationships; navigated through diverse customer personalities and buying behaviors to address customer needs, reinforcing brand loyalty and stimulating repeat business.
- **Product Expertise:** Developed a deep-seated understanding of product offerings; stayed ahead of the latest footwear trends and technologies to provide informed recommendations, enhancing customer shopping experience and enabling top-line growth.
- **Inventory Management:** Undertook diligent inventory management; maintained an up-to-date awareness of stock levels, ensuring that customer demands were promptly met and contributing to the seamless operation of the store.

ALPHVSUPPLY LLC. | PHOENIX, AZ | JULY 2017 - OCTOBER 2019

Founder | System's Admin

AlphvSupply LLC is a tech-centered firm that leverages advanced technologies to streamline business operations. The founder, doubling as the System's Admin, is at the helm of ensuring efficient system performance and fostering a culture of excellence.

- **Operational Management:** Commanded daily operations, overseeing a comprehensive range of company servers and tasks, ensuring workflow continuity and fortifying infrastructural backbone that accelerated mission-critical tasks.
- **Professionalism & Resilience:** Upheld unwavering professional demeanor, thriving under pressure-cooker situations; utilized adversity as springboard for improved performance, consistently delivering results even amidst turbulent operational landscapes.
- **Command-Line Proficiency:** Navigated through command-line configurations, manipulating system-level functionalities with precision; facilitated swift system alterations, optimized server performance, and ultimately enhanced overall business agility.
- **Squid Mastery:** Cultivated a deep-rooted understanding of Squid, a powerful caching proxy for web services; leveraged potential to streamline internet usage, reduce bandwidth and improve response times, culminating in elevated operational efficiency.
- **Project Management:** Built a culture of consistent planning and adept project management; marshaled resources effectively, outlined robust project timelines, and navigated project completion, while balancing quality, cost, and time parameters.
- **Team Collaboration & Development:** Fostered an environment of mutual learning and collaboration; took the lead in enlightening colleagues, reinforcing skills, and driving achievement of set goals, nurturing a high-performing, goal-oriented workforce.

SCOTTSDALE INTERNATIONAL CRUISE & EXCURSIONS, INC | JUNE 2013 - AUGUST 2015

IT Support, Informational Technology

Scottsdale International Cruise & Excursions, Inc. is a leading travel solutions provider. IT Support Specialist entails troubleshooting tech issues, ensuring smooth operations, and upholding the company's commitment to superior service.

- **Problem Solving:** Mastered independent and team-based problem-solving, tackling complex IT issues with a can-do spirit; navigated through technical glitches, hardware malfunctions, and software anomalies to restore systems to optimal functionality.
- **Professional Attitude:** Embraced an unwaveringly warm and professional demeanor; demonstrated punctuality and strong work ethic, cultivating a reputation as a reliable, dedicated employee, fostering an environment of mutual cooperation.
- **Efficiency & Prioritization:** Championed organizational efficiency by meticulously prioritizing tasks; harnessed proficiency in time management to expedite assignment completion, ensuring timely and effective execution of operational responsibilities.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science | Arizona State Tempe | August 2015 - December 2019

IT SKILLS

Windows, macOS, Linux | Cloud Management | Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)

LANGUAGES

English (Native) | **Spanish** (Fluent)

LICENSURE AND CERTIFICATION

CompTIA Cloud+ | March 2023 - Present

References Available Upon Request