

GONZALO A FLORES

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EDUCATION

University of Central Florida
BS Biomedical Sciences *GPA: 3.44*

Orlando, FL
Aug 2018 - Apr 2021

Valencia College
AA General Studies *GPA: 3.87*

Orlando, FL
Jan 2016 - May 2018

EXPERIENCE

The Home Depot
Customer Service Representative

Orlando, FL
Feb 2016 - Aug 2018

- Answer Phone Calls
- Help with Home Improvement Plans
- Assist Customers by Loading Their Vehicles
- Work at the Cashier Station

Uber
Driver

Orlando, FL
Jul 2018 - Present

- Deliver Food to Customers
- Take Passengers to their Destination

Abbott Laboratories
Medical Device Technical Support

Orlando, FL
Dec 2020 - Present

- Provide first level support in troubleshooting customer complaints
- Receive calls and emails and address them in a professional and friendly manner
- Document complaints and inquiries
- Resolve and address any complaints or inquiries within the target timelines

SKILLS

Data Collecting: Excel, Cerner, Power Point, Word, RedCAP, IRBNet, Outlook, Salesforce
Customer Service: Answering phone calls, Able to deal with different types of personalities, Friendly, Multi-tasker

VOLUNTEERING

Emergency Department Volunteer

Over 200 hours of volunteering experience at Orlando AdventHealth

Research Assistant *IRBNet, Cerner, Excel*

Data Collector - "Effects of Mechanical Unloading on Myocardial Function and Structure in Humans"

Research Assistant *IRBNet, Cerner, Excel*

Data Collector - "AST LICOP: LT in Advanced Age"

Knights Helping Knights Pantry *Excel, Outlook*

Our mission is to serve UCF students by providing basic needs including food, clothing, and personal hygiene items to increase retention for students in need.