

GIOVANNI RIVAS

(321) 682-6406 • giorivas123@yahoo.com

Objective:

My objective is to obtain an internship or job where I can gain more knowledge and work experience, utilizing my organizational skills and ability to collaborate effectively with others.

Job/Internship Experience:

Discovery Cove, SeaWorld Parks & Entertainment

6000 Discovery Cove Way, Orlando, FL 32821

Part-Time | 3 years

- Interacted with guests by selling photos and greeting them as they entered the shop.
- Assisted guests with directions throughout the park.
- Worked with fellow employees to clean the shop once the park was clear.
- Used socializing skills to persuade guests to return, maintaining a cheerful and inviting attitude.

IT Department, Osceola County School District

817 Bill Beck Blvd, Kissimmee, FL 34744

2021 - 2022

- Learned the basics of imaging and IT infrastructure.
- Assisted technicians in responding to technical support requests throughout the district.
- Collaborated with employees to resolve technical issues within schools and district facilities.

Apple Inc.

The Florida Mall, Orlando | 8001 S Orange Blossom Trail, Orlando, FL 32809

Part-Time | 2 years and 7 months (as of August 2022)

- Providing excellent customer support by addressing inquiries and resolving issues.

- Utilizing problem-solving skills to troubleshoot and resolve technical issues on Apple products, ensuring customer satisfaction.
 - Collaborating with team members to stay updated on the latest product features and updates.
 - Demonstrating strong communication and interpersonal skills while assisting customers with Apple products.
 - Continuously improving technical knowledge and customer service skills to maintain high-quality support for Apple customers.
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Skills:

- HTML
 - CSS
 - MongoDB
 - Postman
 - JavaScript
 - GitHub Codespaces
 - Adobe Suite
 - WordPress
 - PHP
 - Figma
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Education:

Osceola High School

420 S Thacker Ave, Kissimmee, FL 34741

High School Diploma – 2018 (3.0 GPA with Honors Classes)

Valencia College

1800 Denn John Ln, Kissimmee, FL 34744

Associate of Arts (AA) in General Studies – 2022

University of Central Florida

400 Central Florida Blvd, Orlando, FL 32816

Bachelor of Arts (BA) in Digital Media – 2025

Portfolio Link:

<https://giorivas123.github.io>