

GIOVANNI RIVAS

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Objective:

My objective is to obtain an internship or job, where I would have the opportunity to gain more knowledge and work experience along with my organizational skills, and my ability to work well with others.

Job/Internship Experience:

Discovery Cove, SeaWorld Parks & Entertainment
6000 Discovery Cove Way, Orlando, FL 32821

Part Time; 3 years

- Interact with guest by selling photos and greet them while entering the shop.
- Assisted guest if they needed directions on where to go throughout the park.
- Worked with other fellow employees to help clean the shop when the park was all clear from people.
- Used my socializing skills to persuade guest to come back with a cheerful attitude.

IT Department, Osceola County School District
817 Bill Beck Blvd, Kissimmee, FL 34744
2021-2022

- Learned the basics of imaging.
- Assisted techs when tasked to complete requested help by workers throughout the facility.
- Performed well with employees to resolve technical issues within schools and facilities.

Apple Inc.

The Florida Mall, Orlando 8001 S Orange Blossom Trail, Orlando, FL 32809
Part Time; 1 year and 3 months (As of October 2023)

- As a member of the customer support team, I have consistently provided excellent service by addressing customer inquiries and issues.

- Utilized my problem-solving skills to troubleshoot and resolve technical issues on Apple products, ensuring customer satisfaction.
- Collaborated with team members to share knowledge and stay up to date on the latest product features and updates. • Demonstrated strong communication and interpersonal skills while interacting with customers to assist them with their Apple product needs.
- Continuously improved my technical knowledge and customer service skills to maintain high quality support for Apple customers.

Skills:

- HTML
- CSS
- MongoDB
- Postman
- JavaScript
- GitHub Code spaces
- Adobe Suite
- Word Press
- PHP
- Figma

Education:

- Osceola High School
420 S Thacker Ave, Kissimmee, FL 34741
High School Diploma- May 2018 (3.0 GPA with Honor Classes)
- Valencia College
1800 Denn John Ln, Kissimmee, FL 34744
Obtained AA Degree in General Studies

- University Of Central Florida
400 Central Florida Blvd, Orlando, FL 32816 Pursuing –
BA (Digital Media)

Portfolio Link:

<https://giorivas123.github.io>