

Heydi Rivera

At&t Connectivity Expert

Motivated and detail-oriented Computer Technology graduate with 11 years of customer service and team leadership experience at AT&T. Skilled in communication, problem-solving, and technical support, with a passion for transitioning into cybersecurity and leveraging analytical skills to protect digital assets. Known for driving results, mentoring teams, and quickly adapting to new technologies.

Experience

2014 - Current

Sales & Customer Service Representative / Store Manager
At&t (Lanham, MD)

- Delivered high-level customer service and technical support for mobile, internet, and smart home services.
- Trained and supervised a team of 8+ staff, improving performance and customer satisfaction scores.
- Resolved complex client issues efficiently, contributing to a 20% increase in customer retention.
- Achieved consistent top sales performance, meeting and exceeding monthly quotas.
- Promoted to management role due to strong leadership, communication, and problem-solving abilities.

Education

2020 – 2025

B.S Computer Technology

Bowie State University

Graduated 2025

Skills

Technical:

- Operating Systems: Windows, Linux
- Networking: TCP/IP, DNS, DHCP
- Tools & Platforms: AWS, GitHub, Wireshark
- Programming: Python, Bash

Contact

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