Resume of: Isaac Fiuza
707 W Mackinac Dr Apt 10U
Salt Lake City, Utah 84123
Fiuzaisaac@gmail.com
(801)979-4813

SKILLS
- Fluent in Spanish and Portuguese
- Competent in Microsoft Word and Excel
- Proficient in accurate record keeping
- Proficient in customer service
- Proficient in Html, CSS.
- Intermediate Javascript
- Intermediate French

EXPERIENCE

Dell Emc   **2017 – Present**
Schedule and Dispatch
- English, Spanish, and Portuguese Customer Service
- Support for Customers and Engineers of Dell EMC
- Escalations as needed
- Documentation of calls and follow up.
- Scheduling technicians to resolve issues for end users
- Calendar coordination

Fiuza Motors, LLC   **2007 – 2017**
Car Buyer
- Purchase dealership inventory through online auctions
- Maintain inventory records with Microsoft Excel
- Extensive reporting/Data Entry

Finance Manager
- Maintained records for dealership inventory, car sales (averaging 60 sales per month), and customers with DealerTrack software
- Promoted to Car Buyer while this position.
- Extensive reporting/Data Entry
- responsible for soliciting copies of F&I dealership forms from states and dealer vendors.

Salesman
- Assisted customers with purchases
- Used DealerTrack to manage customer information
- Promoted to Finance Manager while in this position.
- Extensive Reporting/Data Entry

ARUP Laboratories   **2006 – 2007**
Technician
- Entered data into laboratory's systems
- Prepared lab specimens
- Interfaced with other labs via phone regarding handling of specimens

RLS-Reliable Logistic Services   **2005 – 2006**

Driver
- Delivered parts for Larry H. Miller Ford parts warehouse
- Collected money from customers

Discover Financial Services   **2004 – 2005**
Account Manager
- Handled a high volume of customer service calls daily in Spanish and English
- Resolved customer account issues
- Sold Discover services to customers during service calls

ACS-Affiliated Computer Services   **2003 – 2004**
Nextel Boost-mobile Customer Service Rep
- Assisted customers in English and Spanish
- Activated mobile phones
- Resolved network issues

EDUCATION
Salt Lake Community College   **2015**
Associate of Science
Computer Science and Information Systems:
Studied software development (Java language) and Computer Essentials (Microsoft Office, Linux, MySQL, HTML, PHP, JavaScript)

University of Utah Coding Camp. (Full Stack)   **2019**

Web developer program
Currently enrolled. Will graduate in October.
Working with HTML , CSS , Javascript.