

# ISAAC FIUZA



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<https://github.com/ifuza?tab=repositories>

## Summary

### SUMMARY

Configuration Specialist / Web Developer / Technical Support

Educated with an A.S. in Computer Science. Certificate from the University of Utah - Full Stack Web Developer.

Strengths in communication, problem isolation, and solution, time management.

## Experience



### Configuration Specialist

InComm Payments

Jan 2022 - May 2023 (1 year 5 months)

- Follow documented configuration steps, use appropriate tools to implement high volume configurations routinely.
- Use problem solving skills, and the ability to recognize issues within InComm platforms and engage System Specialists for resolution
- Provide Level 3 Support to troubleshoot production problems and implement necessary configuration fixes
- Provide technical consulting to resolve configuration challenges of partners, processors and merchants during project implementations.
- Become a subject matter expert to business analysis and guide development teams on how to design and implement new solutions that can be easily configured.

LaunchIT · Splunk · ServiceNow · Gift Cards · Collaboration · Data Analysis - Logs: HTML-JavaScript-Java · Project Management · Microsoft SQL Server · Communication · Time Management



### Product Support Analyst

InComm Payments

Jan 2021 - Jan 2022 (1 year 1 month)

responsible for supporting day-to-day business operations by providing second-level technical support.

- Troubleshooting / Tickets via ServiceNow
- Answer inbound telephone calls, e-mail enquiries from corporate clients, consumers and selling partners.
- Resolve inbound tickets assigned to the FLOS team. Resolve issues related to InComm Gifting & Financial card programs. (Gaming cards, phone cards, gift cards, pay as you go wireless products, health cards and financial products (gift & reloadable Visa, Amex, MasterCard). General functions include:
- Open/resolve/escalate/close tickets.
- Administrative tasks (partner account updates, provide activity reports).
- Troubleshoot store-based terminal issues. Diagnose connectivity issues.
- Troubleshoot point-of-sale-activation issues. Assist merchants when they have issues with

their POS terminals, Account updates, card orders, invoicing.

- Opening tickets to the appropriate technical teams when required.
- Keep clients apprised on resolution progress.



## **Technical Support Specialist**

Morgan Stanley

Jan 2020 - Dec 2020 (1 year)

Remote access issues

- Troubleshooting via ServiceNow: printers, apps, login issues and others.



## **Technical Support Specialist**

BioFire Diagnostics, LLC

Jan 2019 - Dec 2019 (1 year)

Successfully Upgraded and continue to upgrade company's assets to Windows 10 to meet January deadline • Follow provided documentation to provision new Windows 10 Computers • Follow provided documentation to perform in place upgrades from Windows 7 to Windows 10 • Utilize provided checklists

to ensure computer setup accuracy • Troubleshooting of failed in place upgrades

Schedule and Dispatch - Customer Service and Tech Support 2017 – 2018

Dell EMC Salt Lake City, UT

- English, Spanish and Portuguese Customer Service • Provided Excellent Support for Customers and Engineers of Dell EMC • Escalations as Needed •, Scheduling Technicians to Resolve Issues to end users



## **Finance Manager**

Fiuza Motors LLC

Jan 2007 - Jan 2018 (11 years 1 month)

Smart purchased dealership inventory through online auctions that generated the company great profit

- Maintained inventory records with Microsoft Excel • Extensive reporting/Data Entry Finance Manager
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Maintained records for dealership inventory, car sales (averaging 60 sales per month), and customers with DealerTrack software

## **Education**



### **University of Utah**

Bootcamp Certificate, Full Stack Web Development

2018 - 2019

Bootcamp Certificate: University of Utah, Salt Lake City, UT

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handlebars.js & ReactJS.



### **Salt Lake Community College**

Associate of Science, CS; Computer Science and Information Systems

Associate of Science in Computer Science and Information Systems: Studied software development (Java language) and Computer Essentials (Microsoft Office, Linux, MySQL, HTML, PHP, JavaScript).

## **Skills**

HTML5 • Cascading Style Sheets (CSS) • JavaScript • GitHub • Netlify • WordPress • Microsoft SQL Server • ServiceNow • Splunk • Technical Support