Isaac Fiuza 707 W Mackinac Dr Apt 10U Salt Lake City, Utah 84123

https://ifiuza.github.io

Fiuzaisaac@gmail.co (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 - 2018 / 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

### **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) https://github.com/ifiuza/ifiuza.github.io

2019

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