

# IVAN OLIVER

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## CONTACT

✉ ivan@fabra.me

🏠 Jupiter FL, 33458

## TECHNICAL SKILLS

- Languages
  - JS/TS
  - Python
- Web Development
  - HTML
  - CSS
  - React
  - Express
- CRM Tools
  - Salesforce
- Software
  - Microsoft Office Suite
  - Windows
  - Linux
- Version Control
  - Git
  - Github

## KEY SKILLS

- Customer Service
- Team Collaboration
- Adaptability
- Conflict Resolution
- Positive Attitude
- Time Management
- Multitasking
- Detail-Oriented
- Technical Documentation

## SUMMARY

Hi, I'm Ivan Oliver, a 19-year-old from Florida who's spent much of my life immersed in technology. I've always been drawn to helping others, especially when it comes to solving tech-related issues. Over the years, I've built solid experience in customer service, particularly in tech support. I'm skilled at troubleshooting and explaining solutions clearly, ensuring customers feel confident and understood. I'm also well-versed in using CRM systems and communication tools to manage customer interactions efficiently.

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## LANGUAGES

English - Fluent

Spanish - Conversational

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## VOLUNTEER WORK

**El Sol, Jupiter's Neighborhood Resource Center, Jupiter FL**

Assisted in daily operations, helped individuals navigate resource centers, and provided bilingual support when needed.  
2023 - January 2024

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## EDUCATION

**Palm Beach State College, Palm Beach Gardens FL**

Pursuing Bachelor's Degree in Computer Science  
January 2024 - Present

**Jupiter High School, Jupiter FL**

High School Diploma  
December 2023

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## CERTIFICATIONS

**Node.js, Express, MongoDB & More: The Complete Bootcamp**  
May 2023

**React - The Complete Guide (incl Hooks, React Router, Redux)**  
May 2023

**Web Development Masterclass & Certifications**  
April 2023