**Joshua Gabriel Santana**

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**EXPERIENCE**

**Salem Country Club ;** Peabody, Massachusetts April 2017 - October 2020

*Busser, Runner, Valet, Locker Room Attendant*

* Provide excellent customer service.
* Assist and organize reservations.
* Expedite orders and serve.
* Establish a welcoming atmosphere for our members and guests.
* Offer assistance to all guests and provide them with requested information and directions.
* Maintain sanitary standards of facilities.
* Troubleshoot & diagnose computer equipment.
* Restock and organize gym facilities such as locker rooms and bathrooms.

**Freelance Desktop Technician ;** Lynn, Massachusetts September 2017 - October 2020

* Installing software or hardware.
* Maintaining and repairing equipment.
* Troubleshooting different computer issues.
* Determining and installing appropriate security measures.
* Providing technical support via phone or email.
* Building PC’s for clients.

**Hertz ;** Lynn, Massachusetts November 2020 **-** August 2021

*Sales & Service Associate*

* Resolve customer issues and concerns professionally using effective customer service techniques
* Answer telephone calls in a timely manner in accordance with best practices and policy standards
* Achieve personal sales goals while supporting the goals of the team
* Answer questions and provide directions in a courteous and expeditious manner
* Accurately record the customer's information to complete the rental record and maintain all paperwork associated with the rental
* Maintain appearance appropriate for providing best in class customer service in accordance with established guidelines
* Drive continuous improvement by communicating customer feedback to team and engaging in action planning to improve operational performance and customer satisfaction

**Techevolution ;** Lynn, Massachusetts August 2021 - **Present**

*Help Desk Analyst (MSP)*

* Work with ticketing system and remote monitoring tool(s)
* Answering customer calls and resolving technical issues remotely via phone and email.
* Resolve assigned customer technical issues either remotely or onsite if needed.
* Proficiency in Windows 10 and MAC. Must be able to diagnose and resolve performance issues.
* Windows Server: Remotely Diagnose, Troubleshoot and Repair.
* Network Component: Installation, Diagnostics and Repair.
* Ability to create new Office 365 user accounts and groups and troubleshoot MS office issues.

***Volunteer****;* September 2013 - **Present**

Massachusetts

* World AIDS Day - Lynn, MA
* My Brother’s Table - Lynn, MA
* Send donations to local donation centers and soup kitchens such as My Brother’s Table, Salvation Army, etc.
* Provide community service such as cleaning the Lynn Commons Park.

**TECHNICAL SKILLS**

* Computer Programming: Javascript, HTML, CSS.
* Computer Hardware and Software Repair.
* MS Suite.
* Google Suite.
* Windows & MacOS.
* Linux
* Active Directory
* CMD

**SKILLS**

* Fluent in Spanish.
* Fervent Work ethic.
* Well-rounded interpersonal skills.
* Streamlining workflow for maximum efficiency.

**CERTIFICATIONS**

* Heartsaver First Aid Certified
* OSHA General Industry Safety and Health Certified
* CPR Certified
* Google IT Support Professional
* Comptia A+

**EDUCATION**

**Lynn Vocational Technical Institute (LVTI);** Lynn, Massachusetts September 2013 - July 2017

*High School Diploma*

**REFERENCES**

Available upon request.