

Veronica Gonzales

Computer Information Systems

Marysville, WA - Email me on Indeed: [indeed.com/r/Veronica-Gonzales/3e40b6437d8c3c82](https://www.indeed.com/r/Veronica-Gonzales/3e40b6437d8c3c82)

I have worked with employees, customers, teachers, and students and all races. My jobs have required me to evaluate, plan, document, and assist individuals.

I have worked with customer-facing positions and have worked as part of a team, which has given me the experience to work great with others. I am able to multitask, having done so effectively in my previous positions and volunteer work. I feel I could make immediate contribution as a part of your team.

Authorized to work in the US for any employer

WORK EXPERIENCE

Quality Inspector

Kassa Tailoring, Mulkitio, WA - October 2013 to February 2014

- Typing air plane chair dimensions in a machine
- Seeing if the chair will stand different movements
- Analysis techniques
- Testing methods
- Documentation procedures and applies this knowledge for the structural evaluation of aircraft interior products to ensure compliance to applicable requirements.

HP Customer Service

Market Source - Killeen, TX & Everett, WA - May 2011 to February 2013

- Provided education and knowledge on HP products 46 pulse employees
- Resolved customer items of concern
- Demonstrated various hardware and software
- Conducted inventory
- Contributed to companies 18% increase in sales by providing excellent service.
- Assisted customers with technical issues by phone.

Computer technician

Texas A&M Central Texas - Killeen, TX - May 2008 to May 2011

- Installed software and established right on 500+ computers, disposed of outdated computers in accordance with the company policy.
- Created Cat 5/6 connectors for network of 500+ computers
- Maintained printers and scanners on network 20
- Ghost or image computers as required
- Scanned and removed virus' or spyware from computers
- Maintained, diagnosed, and repaired computer peripherals and components
- Conducted trouble shooting for customer print query issues
- Conducted inventory for \$ 2,803,765.20

EDUCATION

Certificate in Network, Security

Georgia State University - Georgia
2015 to 2015

BS in Business Computer Network Administration

Texas A&M Univ. Central Texas
December 2011

AGS General Studies

Central Texas College
December 2006

AAS

Central Texas College
May 2004

ADDITIONAL INFORMATION

Other Computer Skills

Proficient: Microsoft XP, Microsoft Vista, Microsoft Sever 2003, Microsoft Office 2010, Microsoft Office 2003, Visual Basic .NET 2005, Visual Basic 6, Java, SQL, Network - Design and Implementation, Network Security, Data Communication, Business Statistics, ADOBE creative Suite 3, SMART, JAVA, Visual Studios, JAWS screen reading program-ADA students, SPSS, Sys AID, Outlook, True Key Crypt, Red Hat Linux.