Juan Byrne

juanbb1505@gmail.com | 610-715-0993

EDUCATION **Millersville University of Pennsylvania** Graduated May 2015

*Bachelor of Arts in Interactive Design*

*Minor in Latino Studies*

WORK **IT Service Desk Specialist** October 2020– Feb 2021

EXPERIENCE *HCL, Guadalajra, MX*

* Serve as the first point of contact for employees seeking technical assistance over the phone
* Managed to utilize multiple tools to assist remotely such as remote assistance, Skype remote, BeyondTrust Remote Support, etc.
* Followed KB instructions to pin-point the issues
* Provide the best solution based on the issues and details provide by end user
* Perform remote troubleshooting through diagnostic techniques

**Affordable Care Act Specialist CSR** August 2019 – May 2020

*Primepay, Philadelphia, PA*

* CSR in the ACA Department by servicing calls and emails from participants regarding filing to the IRS
* Managed and supported over hundreds of accounts while supporting each client individually
* Explained process and deadlines to filing to the IRS
* Assisted on calls speaking in Spanish and English in order to respectfully, quickly and correctly relay information to clients

**Graphic Designer** November 2016 – January 2018

*Universal Health Services, Inc., Wayne, PA*

* Designed content for customer brochures, banners and rack cards using Adobe Illustrator, InDesign and Photoshop, transforming customer needs and feedback into effective marketing materials
* Updated and re-designed existing content within marketing materials to provide current and accurate information, specifically designed to appeal to the given target audience
* Collaborated with graphic designers on projects and managed deliverables, progress and timelines using Workamajig
* Managed the printing, trimming, lamination, mounting and shipping of large format design files including posters and banners

**Bilingual Customer Service Representative Blue Cross Blue Shield** Jan 2015 – June 2016

*TeleTech, Guadalajara, Jalisco, Mexico*

* Provided technical support to customers regarding benefits, payments and other information specific to their health insurance coverage
* Assisted on customer calls, speaking in Spanish and English in order to respectfully, quickly and correctly relay information to clients
* Facilitated on-the-job training and job shadowing for new hires to allow for timely and successful employee onboarding

**Student Team Leader**August 2014 – September 2014

*Latino Student Leadership Institute, Millersville University, Millersville, PA*

* + - Served as a group facilitator at a weekend retreat event with over 25 Latino student participants from Millersville University
    - Coordinated activities to promote student involvement and engagement in University programs

SKILLS **Proficient in the following programs**:

Adobe Photoshop CC Adobe Illustrator CC Adobe InDesign CC

Adobe After Effects CC HTML & CSS Workamajig

**Fluent in Spanish**