# JEFFREY VICENTE

202 Bancroft Irvine, California 92620 · (562) 291-9596

jeffvicente10@gmail.com

## EXPERIENCE

**DECEMBER 2020 – PRESENT**

**SERVICE DESK LEVEL 2 ANALYST,** TACO BELL CORPORATION

- Resolved escalated and incoming tickets from our Level 1 analyst.
- Assisted, trained and mentored Level 1 analyst to further their knowledge and skills as a service desk analyst.
- Assist in tracking incoming trends that might occur in the field.
- Developed training material for Canada Support
- Addressed and resolved high visibility escalations from field partners.

**NOVEMBER 2019 – DECEMBER 2020**

**SERVICE DESK LEVEL 1.5 ANALYST,** TACO BELL CORPORATION

- Assisted technicians in deploying self-serve kiosk in over 7000 nationwide locations. Assisted in deploying and maintaining kiosk devices post install.
- Identified, troubleshooted, and resolved hardware, software, and operational issues.
- Utilized ServiceNow to record and track incoming incidents. Interacted with vendors and clients through phone, email, and chat while maintaining a high level of professionalism.
- Performed multiple remote recoveries while maintaining data integrity.

**OCTOBER 2017 – NOVEMBER 2019**

**SERVICE DESK LEVEL 1 ANALYST,** TACO BELL CORPORATION

**OCTOBER 2013 – MAY 2018**

**WORKING LEAD,** DISNEYLAND RESORT

## EDUCATION

**AUGUST 2016**

**B.S COMPUTER SCIENCE,** CALIFORNIA STATE UNIVERSITY LONG BEACH

## CERITIFCATES

**SEPTEMBER 2021**

**PROJECT MANAGEMENT CERTIFICATE WITH AGILE,** ONLINE COURSE - PATHSTREAM

## TECHNICAL SKILLS

- Programing Languages: Basic Java, and SQL
- Operating Systems: Windows, MacOS, Linux, iOS and Android
- Software: Microsoft 365, Microsoft Visual Studio, Android Studio, ServiceNow and Asana Project Management Platform