Jose Arriaga

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Work Experience

Patron Services Representative
Houston Symphony Society - Houston, TX
October 2019 to Present

• Act as phone representative in taking inbound calls from Symphony patrons.
• Uphold and embody the Symphony's customer service mission through proactively offering superior service, personalized care, and a positive experience that exceeds customer expectations.
• Process subscription and single ticket orders in the "Tessitura" ticketing system, including the facilitation of subscriber ticket exchanges and season ticket renewals.
• Ensure the accurate processing and mailing of customer tickets.
• Engage successfully in cross-selling, up-selling, and donation asks.
• Balance daily receipts.
• Work box office concert duty, as scheduled.
• Perform additional duties as required by the Houston Symphony.

PC Technician
Netsync Network Solutions - Houston, TX
June 2019 to August 2019

Setting up hardware and installing and configure software and drivers. Maintaining and repairing technological equipment (e.g. routers) or peripheral devices. Installing well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)

Cutter
Pappas Bar-B-Q - Houston, TX
March 2019 to June 2019

Prepares the food, stocking supplies, serving, charging people for their food, handling cash, credit cards, and a cash register, cleaning tables and counters, resetting tables, greeting customers and answering questions.

Education

Associate in Computer Science
Houston Community College - Houston, TX
September 2019 to Present

High school
Stephen F Austin High School

May 2019

Skills

- AUTOCAD (2 years)
- JAVA (Less than 1 year)
- LINUX (4 years)
- MICROSOFT OFFICE (6 years)
- Computer Repair
- Desktop Support
- Python (3 years)
- 120WPM
- Quick learner
- POS Systems (1 year)
- Retail (1 year)
- Operating Systems
- Active Directory (Less than 1 year)

Certifications and Licenses

Microsoft Technology Associate Security Fundamentals
February 2019 to Present

Microsoft's Security Fundamentals exam tests your knowledge of physical security, Internet security, operating system security, network security and software security.

TestOut Client Pro
February 2019 to Present

The TestOut Client Pro course focuses on teaching configuration tasks performed on the client computer by a desktop administrator in a business environment.

Microsoft Technology Associate Windows Operating System Fundamentals
March 2019 to Present

Windows Operating System Fundamentals certification have demonstrated fundamental knowledge of Operating System Configurations, Installing and Upgrading Client Systems, Managing Applications, Managing Files and Folders, Managing Devices, and Operating System Maintenance. The MTA program provides an appropriate entry point to a future career in technology.

Additional Information

SKILLS
• Technical Skills (Computer • Good Communication
Programming in Java and Python, • Adaptability
Computer Building and Repair, • Teamwork

Microsoft Office Suite, Photoshop CS6, • GNU+Linux
and AutoCAD.)
• Time Management