

Jose Diaz Arrechea

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Summary of Qualifications

- Precise and excellent in solving customer problems in a fast paced environment
- Ability to work with different types of computer operating systems diagnosing and repairing software and hardware issues
- Effective interpersonal communication skills including verbal, written, listening and clarification in both English and Spanish languages
- Energetic and talented in working as part of a cohesive team with the ability to lead and support
- Excellent project planning and management skills by using extended knowledge of different project schedule programs

Technical Skills

Operating Systems: *Windows (XP, Vista, 7, 8, 10), Android, iOS, Linux*

Applications: *Microsoft PowerPoint, Excel, Word, Access*

Tools: *VMWare, Google Cloud Services*

Languages: *Java, JavaScript, CSS3, HTML5, C#, ASP. NET, SQL Server*

Education & Certifications

Microsoft Technology Associate

March 2017

ISTQB Certification

Expected Apr 2017

Software Development & Testing Training Program

Jan 2017 – May 2017

NPower Canada | Toronto

15 week intensive in-class training on the **Software Development Life Cycle (SDLC)**; gain applied knowledge of object-oriented programming, Agile and Waterfall methodologies; programming languages include **C#, Java, HTML5, CSS3, JavaScript, ASP.NET**; experience with databases, learn **Relational Database Management Systems (RDBMS)** and gain applied knowledge of **SQL** and **XML**

Information Technology Technician Program

Jul 2010

IPICA Ciego de Avila | Cuba

Work Experience

Customer Service Representative

Dec 2014 – Nov 2015

Melia Jardines del Rey Resorts | Cayo Coco Cuba

- Daily handled customer inquiries, concerns, located resources for problem resolution with 98% customer satisfaction in a year
- Consulted with customers to evaluate their needs, developed high customer satisfaction and earned reputation for delivering exceptional customer service for 1200 clients on weekly basis
- Achieved recognition as an excellent employee of the month in February 2015

Information Technology Technician Training

Sep 2010 – Jul 2011

Banco Nacional de Credito y Comercio | Cuba

- Gained skills and experience in a work environment resolving desktop computer issues, including mapping printers, backing up files and adding network cards
- Daily assisted and executed software upgrades for 40 computers that shared storage by a local area network
- Responsible for developing support protocols whenever new software and hardware were installed providing assistance to 100 employees in the financial company