

Jose Diaz Arrechea

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Talented and enthusiastic individual seeking a position that reflects my skills and personal attributes

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 Suite

Tools: VMWare, Google Cloud Services

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

Education & Certifications

ISTQB Certification Expected Apr 2017

Microsoft Technology Associate Expected Apr 2017

Technology Service Corp. Jan 2017 – May 2017
NPower Canada | Toronto

14 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 (RDMS)** and gain applied knowledge of **SQL** and **XML**

Information Technology Technician and High School 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