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PROFESSIONAL SUMMARY

IT professional with knowledge in troubleshooting IT-related issues and with a background in programming in multiple languages. Dedicated, organized, and self-directed team player with strong written, communication, relationship- building skills. Capable of identifying potential problems and providing recommendations for resolution.

- Troubleshooting
- Customer Service
- Strong Teamwork
- Bilingual in Spanish
- Solution Oriented
- Result Oriented
- Microsoft Office Suite
- Detail Oriented
- Programming

EDUCATION

Bachelor's degree in Computer Information Science
Dallas Baptist University – Dallas, TX – 2018

Associates of Science
Dallas County Community College District – Dallas, TX – 2016

INFORMATION TECHNOLOGY EDUCATION

CompTIA A+ 1001, CompTIA A+ 1002, CompTIA Network+, CompTIA Security+, ITIL
Certifications Pending – LeaderQuest Academy – Dallas, TX – 2020

Python, HTML, JavaScript, CSS, PHP
Coding Bootcamp – NPower – Dallas, TX – 2019

CERTIFICATIONS

CompTIA A+

TECHNICAL SKILLS

Software: Microsoft Office Suite: Access, Word, Excel, PowerPoint, OneNote, Outlook, Project, Publisher, Visio, InfoPath, SharePoint, Visual Studios,

Operating Systems: Mac & iOS/ Microsoft Windows 8, Windows 10

Additional skills: C++, JAVA, Databases (MongoDB and MariaDB), NoSQL, MySQL

EMPLOYMENT HISTORY

Parsons Corporation- Richardson, TX
IT Support Specialist

10/2020 - Present

- Provide remote technical support for standard configurations of workstations, personal computers, and associated hardware and software.
- Troubleshoot standard software and hardware questions, issues, problems and failures via telephone, chat, or Instant Messenger.

- Follows policies, procedures and standards in responding to end user requests and providing end user support.
- Documents and reports all service requests and their outcome, following standard procedures and practices.
- Receive 20-50 calls daily from end user with issues or errors on their systems.

Apex Home Health Care– Irving, TX

03/2020 –

Present

Quality Assurance

- Promote and maintain an environment that is compliant with Federal, State, and local regulatory agencies
- Ensure confidentiality of clinical records.
- Review all reports of complaints, errors, incidents, and grievances to ensure that they are properly documented and handled in the timeframe and manner specified by the Federal, State, and Agency's policy.
- Participate in development and implementation of a staff educational program for documentation and Quality Improvement.

Metroplex Auto Investments – Grand Prairie, TX

12/2013 –

11/2018

Sales Representative

- Performed market research and identified buying opportunities that would optimize profits at time of sale.
- Installed and maintained company's computer systems and network.
- Walked vehicle with account representative and made recommendations for reconditioning to increase vehicle value.
- Worked with the car repair team to ensure timely completion of repairs and customer satisfaction.

Sterling CCM Resources – Dallas, TX

06/2018 –

10/2018

Administrator

- Marketed the product/service and negotiated/closed contracts.
- Implemented custom procedures per individual clinic and company infrastructure.
- Created and maintained spreadsheets to track team productivity, staff schedules, and over 200 client visits per month.
- Scheduled client visits and coordinated with interdisciplinary teams.
- Communicated with multiple company departments to determine supply/material needs, ordered supplies, and put in shipping orders.
- Coordinated, scheduled, and expedited shipments of blood samples to lab to ensure timely arrival/compliance.
- Responsible for making decisions concerning financial discrepancies or system discrepancies.
- Responsible for acting independently to make journal entries and log or track critical financial information.
- Provided technical assistance and advice to end users of small office computer systems and networks.

Excellent Care Home Health – Burleson, TX

03/2018 –

10/2018

Office Manager

- Negotiated contracts/rates with EMR (electronic medical records) providers and supply providers.
- Ordered supplies for stock inventory and per client needs.
- Reviewed *HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems)* to identify areas of improvement.
- Reached out to clients to ensure client satisfaction.
- Participated in interdisciplinary quarterly QAPI (quality assurance/performance improvement) meetings.

- Scheduled interdisciplinary visits and did chart audits to ensure compliance with CMS (The Centers for Medicare & Medicaid Services) guidelines.

Priority House Calls– Addison, TX
11/2018

10/2017 –

Network Administrator

- Maintained, repaired, and upgraded over 20 computer systems and peripheral devices.
- Provided tech support to office staff to minimize down time.
- Performed system backups and recovery.
- Configured end user devices such as laptops/desktops, printers, and shared office equipment.
- Performed troubleshooting of hardware and software technologies on over 20 computers and devices.
- Evaluated, recommended, and installed computers, network hardware, peripheral equipment, and software.
- Diagnosed and resolved issues with the LAN/WAN to make sure the network was running at optimal performance.

United States Army – Fort Carson, CO
Combat Engineer

07/2010 – 11/2013

- Honorable Discharge