

# Justin Zarate

justinzarate1@yahoo.com  
Los Angeles, California, United States

IT Professional Passionate about Sales and  
AI/ML | Helping Transform Tech Solution For the  
Future

Results-driven IT and Business Professional with 8+ years of experience in sales, technical support, operations, and entrepreneurship. Successfully built and scaled a small business, managing finance, marketing, and IT infrastructure. Skilled in Microsoft 365, cloud computing, and problem-solving, providing seamless technical support and optimizing business operations. Strong sales acumen with a proven track record in relationship management, project execution, and revenue growth. Adept at leveraging data analysis to drive efficiency and maximize returns.

## Career Experience

California FAIR Plan Association  
Help Desk Specialist

February 2023 – Present

- Provided technical support for internal users, troubleshooting Microsoft 365, cloud applications, and enterprise software.
- Managed Active Directory, handling user account creation, access control, and security group configurations.
- Ensured hardware and application compliance, maintaining security standards across company devices.
- Assisted with on boarding and off boarding, provisioning accounts, setting up devices, and managing access.
- Diagnosed and resolved application and connectivity issues, ensuring minimal downtime and smooth business operations.
- Supported remote access and VPN connectivity, optimizing secure user access.
- Utilized ticketing system Fresh Service to track, prioritize, and resolve IT requests within SLA time frames.

Crestmont Capital  
Financial Consultant

December 2022 – February 2023

- Conducted 50-80 daily cold calls to generate new business in equipment financing, managing an average deal size of \$50,000.
- Built and maintained strong client and vendor relationships, delivering tailored financing solutions.
- Advised clients on complex financial agreements, simplifying leasing and financing options for informed decision-making.
- Collaborated with underwriters to streamline financing processes, improving efficiency and customer experience.
- Consistently exceeded sales targets through strategic prospecting, relationship-building, and financial consultation.
- Utilized HubSpot CRM and Microsoft Office Suite to track leads, manage accounts, and optimize sales strategies.

Endurance  
Independent Contractor/ Desktop Support

October 2021 – May 2022

- Provided remote technical support to customers and community members, troubleshooting VM deployment, program installations, and application setup.
- Managed customer support tickets and triaged support calls to ensure timely issue resolution.
- Created comprehensive troubleshooting documentation to streamline support processes and improve response times.
- Offered specialized insights and data analysis to community members, enhancing engagement and value.
- Reset and renewed user authentication keys, ensuring secure access to enterprise applications.

- Founded and scaled a boutique from the ground up, overseeing operations, finance, marketing, sales, and customer experience to drive profitability.
- Developed and executed business strategies, optimizing processes, inventory management, and financial planning to maximize growth.
- Built and maintained IT infrastructure, integrating POS systems, managing the boutique's network and desktop environment, and ensuring operational efficiency.
- Sourced and curated fashion products based on market research and trend analysis, keeping the boutique competitive and appealing to customers.
- Led marketing initiatives, leveraging digital advertising, social media, and local outreach to increase brand awareness and customer retention.
- Hired, trained, and managed employees, fostering a high-performance team while implementing continuous improvements to enhance efficiency and profitability.

- Managed data entry for accounts payable and receivable, ensuring accuracy and efficiency.
- Coordinated transportation dispatch, scheduling deliveries and maintaining communication with drivers and customers.
- Assisted in strategic planning to optimize daily business operations and workflow.
- Provided customer service support, handling phone calls, emails, discrepancies, and dispute resolution.
- Maintained organizational efficiency, supporting administrative tasks to enhance overall business operations.

## Education

### Bachelor of Arts - BA in Political Economy

University of California, Riverside, January 2015 – January 2017

### Associate of Science - AS in Mathematics and Computer Science

Riverside City College, January 2020 – January 2021

### Associate of Arts - AA in Computer/Information Technology Administration and Management

Riverside City College, January 2019 – January 2021

### Associate of Arts - AA in Business Administration and Management & General

Riverside City College, January 2010 – January 2015

## Certifications & Volunteer Experience

Community Volunteer - CHIRPLA - December 2021

Organization Manager - Sneaker and Toy Drive - December 2019

Resource Distribution - Hurricane Harvey Relief - August 2017

Volunteer Staff - Firenze Marathon - October 2012

Security Analyst Fundamentals Specialization

Cybersecurity IT Fundamentals Specialization