KEVIN SALINAS

PROFILE

Name
Kevin Salinas

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EDUCATION

UNIVERSITY AT ALBANY

Albany, New York | 2014 - Present
GPA: 3.40; Major: Computer Informatics
Association for Computer Machinery Club

CITY COLLEGE OF NEW YORK

New York, New York | 2012 - 2014
GPA: 3.10; Major: Computer Science

PROFESSIONAL STATEMENT

It is my goal to provide exceptional customer service and give clients a one-of-a-kind experience that is both personal and insightful. I have learned to intertwine both technology and customer service, which has led me to give outstanding help desk and IT work. I strive to learn how to create a User Interface and User Experience that is modern, streamline, and functional. Knowing what a customer wants and expects will help me achieve that.

EXPERIENCE

2015 - Present — **Apple** — Guilderland, NY
Family Room Specialist/Tech Support
Take care of reservations and appointments daily. Troubleshoot multiple phones or other products. Provide exceptional customer service and a great customer experience.

2014 – 2015 — **Capital District YMCA** — Clifton Park, NY
Member Service Representative
Perform front desk duties such as: answer phone calls, check members in, register for programs and take payments.

2014 – 2015 — **University at Albany, EOP** — Albany, NY
Computer Lab Supervisor
Manage the computer lab and make sure students are using their resources properly. Logged how the printer was used and also help fix any technical issues, whether it was hardware or software.

2014 – 2015 — **AVillage.., Inc.** — Albany, NY
Community Event Organizer/Designer Intern
Created and prepared presentations for the community in Downtown Albany. It showcased programs that our organization offers to help underprivileged kids progress.

2012 - 2015 — **YMCA of Greater New York** — Long Island City, NY
Member Service Administrator
Set up online program classes to register families and kids. Fix monthly billing for memberships as well as follow ups for prospective members. Take payments from 3rd party organizations and companies to create revenue to meet monthly budgets.

SKILLS

PROFESSIONAL		PERSONAL	
IT		Time Keeping	
Networking		Team Work	
HTML/5		Communication	
CSS		Leadership	
MongoDB		Spanish	
MySQL		Multitasking	
Access		Independent	
JavaScript		Commitment	