

LEONARDO SOTO

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Motivated bilingual individual seeking to be an asset in _____. From a diverse background with skills in customer service, Help Desk tech support and certification in...

EDUCATION

Holy Family College (Formerly known as Silver Lake College)

Bachelor of Science

Major: Computer Science

Attendance Dates: August 2016-December 2017

Solorio High School

High School Diploma

Attendance Dates: September 2012-June 2016

University of Minnesota

Full Stack Development Certificate

Attendance Dates: August 2023-present

WORK EXPERIENCE

Target Distribution Center

Inventory Quality Control & Assurance / Chicago, IL

July 2021-Present

- Support the operational teams and ICQA Leader in defect resolution, audit and resolve defects, within an assigned Service Level Agreement (SLA) and then research and document root cause for follow-up to address the issue moving forward to ultimately improve inventory accuracy.
- Perform weekly audits, collaborate, and communicate the findings of those audits and resolution steps.
- Correct any inventory record inaccuracies in the warehouse and conduct follow up audits.
- Responsible for addressing inaccuracies impeding operational teams from picking product, helping to prevent downstream order cancellations.

Warehouse Worker

- Worked quickly, safely and efficiently and handled products within the warehouse to ensure the accurate processing of merchandise.
- Required to maintain a work area that is organized, neat and clean in order to safely receive and process freight, manage and move inventory, and load and ship items.
- Required to safely operate equipment such as a pallet jack and/or electric forklift.
- Updated the Warehouse Management System, other computer systems and/or manifests appropriately as work is performed to ensure accurate carton count and quality of product being moved to, from, and throughout the warehouse.

Astro Insulation*Laborer / Chicago, IL*

2018-2021

- Served as driver to and from jobsites
- Cleaned spray foam insulation
- Installed batts of fiberglass insulation
- Helped with deliveries and organization of insulation at the warehouse

Soto Foam Insulation*Laborer / Chicago, IL*

2017-2018

- Served as driver to and from jobsites.
- Cleaned spray foam insulation.
- Installed batts of fiberglass insulation
- Installed cellulose insulation.

Silver Lake College*Intern IT Department / Manitowoc, WI*

May 2017-December 2017

- Assisted IT in Help Desk Support
- Assisted faculty, students, and staff with technological needs, such as computer issues, presentation setups, etc.
- Updated phone system campus-wide
- Fixed issues with computers as well as necessary repairs or updates

Tech Assistant / Manitowoc, WI

August 2016 – May 2017

- Assisted Manager of Event Services in day-to-day operations of the Franciscan Music Center for SLC Works Program
- Working with sound and lights to ensure a smooth event.
- Performed routine rounds to ensure safety of students, employees, guests, and the building.
- Served as a front desk assistant answering questions for students, faculty, staff, and guests.
- Responsible for set up and take down for events.

SKILLS

- Bilingual
- Multitasking
- Microsoft Office
- Java Script
- SQL
- HTML
- GraphQL
- REACT
- CSS

CERTIFICATIONS