**MICHAEL PEREZ**

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**OBJECTIVE:**

To pursue a highly rewarding career as a premier employee, where my extensive experience in customer service and sales, will help to grow new business. Strengthen customer’s relationships and allow for exponential company growth.

**EXPERIENCE**:

**Publix Super Market, Miami, FL July, 2010 – July 2013**

Front Service Clerk

* Cashier
* Merchandise restocking
* Customer support

**The UPS Store, Miami, FL Jan 2013 – July 2014**

Staff

* Modification of Documents
* Customer support
* Cashier

**King Ocean Services, Miami, FL July 2014 - Present**

IT Support

* Desktop support
* Resident Apple Tech
* Trouble shooting ATT devices
* Customer support through Citrix
* Programing of UPC Guns
* Setup of Label printers
* Remote desktop support for Latin American country’s

**EDUCATION:**

**Florida International University (FIU) Miami, FL**

* Information Technology **July 2015 - Present**

**Miami Dade College (MDC) Miami, FL June 2012 – June 2015**

* Computer Engineering (AS)

**Christopher Columbus High School (CCHS) Miami, FL Aug 2008 – May 2012**

**ACHIEVEMENTS:**

* Co-captain Swim team (CCHS).
* Founder and Treasurer of the Future Business Leaders of America Club (CCHS).
* Knighted Squire (CCHS).

**COMMUNITY INNVOLVEMENT:**

* 250+ hours volunteering at Shake-a-leg Miami, an organization for disabled children.
* Squires Club, a club that is dedicated to helping its community.

**Knowledge**

* Mac OS Systems
* Bilingual: English and Spanish (Speak, read, write)
* Proficient in Microsoft Word, Excel, Outlook and PowerPoint.
* Mobile device technologies, brands
* Customer relations, support, sales
* C & C++ Language

**References available upon request**