# MARK SOLIZ

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## Objective

I'm a graduate of Texas A&M Intl University with a Bachelors on B.A.- Management Information Systems. Currently enrolled in a CompTIA certification program. Skilled at communicating with employees across all levels of an organization. Looking to launch a career in IT using the hands-on experience gained during my enrollment in CompTIA A+ certification classes.

## Education

**B.A. – MANAGEMENT INFORMATION SYSTEMS | 2014 | TEXAS A&M INTL UNIVERSITY**

**COMPTIA A+ | 2019**

## Skills & Abilities

· Fluent in English and Spanish
· Proficient in HTML and CSS. Knowledgeable in JavaScript. Experienced with Visual Studio Code and Sublime, Brackets text editors
· Experienced in building custom computers and networks. Experienced in troubleshooting Windows and Mac OS. Proficient in Microsoft Word, Excel, PowerPoint and Outlook
· Austin Free-Net - Assembling and Disassembling PC's: 20 Hours Lab Time
· Austin Free-Net – Troubleshooting Software and Hardware: 50 Hours
· Austin Free-Net – Setting Up Home Networks with Routers and Switches – 10 Hours

## Experience

**BILINGUAL CUSTOMER CONSULTANT | PROGRESSIVE INC | 03/2015 - PRESENT**
· Assist customers in creating new online accounts ● Troubleshoot customers login issues in a prompt manner ● Quickly identify customers motive for calling in order to resolve issue ● Obtain needed background information to resolve customers concern ● Review insurance policy terms to verify coverage ● De-escalate customers grievances in a professional and timely manner

**LICENSED HEALTH INSURANCE SALES AGENT | ANTHEM BCBS-CONVERGYS INC | 2013 - 02/2015**
· Assisted customers in creating accounts for healthcare coverage ● Effectively explained feature's and advantages of various policies to promote sales of insurance plans ● Sell various types of insurance policies to businesses' and individuals on behalf of insurance companies

**TECH SUPPORT AND BILLING REP | COMCAST-CONVERGYS INC | 05/2011 – 06/2012**
· Identified major hardware and software problems and defective products to the appropriate vendor or technician for service ● Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills