

# Richard Brian Gundayao Santos

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## Objective

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Experienced professional with six plus years of experience in customer service looking to conquer new challenges and new career opportunities. I am excited to showcase the skills and knowledge I have achieved as customer service professional.

## Key Qualifications

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- Self motivated
- Quality focused
- Great time management skills
- Strong problem solving skills
- Strong customer service skills
- Excellent writing and oral communication skills
- Electronic savvy
- Proficient with Microsoft Office, Word, E-mail, PowerPoint, and Excel
- Strong operations and administration experience
- Leadership experience

## Education

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**Bachelors of Arts In Anthropology**  
San Francisco State University

May 2016

## Work Experience

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**Premises Technician, AT&T**

November 2016 - Present

- Preventative maintenance
- Wiring Installation
- Fiber Optic installation
- Hardware and software testing
- Analyzed systems activity and evaluate performance reports
- Trained with home WiFi networks
- Data filing
- Supply inventory
- Customer service

**Consumables Team Leader, Target**

July 2012 - November 2016

Team lead/ Production Assistant/ Team member

- Managed data to day operations of department
- Created partnerships with 3rd party vendors
- Managed hours and team scheduling
- Payroll experience
- Procurement Supply and Inventory
- Conducted interviews for new hires
- Customer service, data entry, and office duties

## Certifications

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- Google IT Support (Coursera) - September 2020
- Learning Slack - October 2020
- Learning Mac OS X Troubleshooting - October 2020
- Learning Jira Software - October 2020

## References

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- Nikeshia Truman - Target Senior Team Lead
- Silvia Gonzales - Target Human Resources - (510) 589 - 0222
- David Carranza - AT&T Technician Supervisor - (925) 348 - 3527
- Bahdiah Smith - AT&T Technician Supervisor - (209) 275 - 9033
- Ernest Hambre - AT&T University Trainer - (510) 343 - 5586