

Armando J. Morones

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Education

Olathe South High School

Olathe, KS

COURSEWORK INCLUDED: FUNDAMENTALS OF PROGRAMMING, COMPUTER PROGRAMMING I+II, WEB DESIGN I+II,
COMPUTER ESSENTIALS I+II, AP COMPUTER SCIENCE

August 2016 – May 2020

Johnson County Community College

Overland Park, KS

COURSEWORK INCLUDED: INTRODUCTION TO NETWORKS, IT APPLICATIONS, IT ESSENTIALS, MICROSOFT
ADMINISTRATION, CONCEPTS OF PROGRAMMING ALGORITHMS USING C++, OBJECT ORIENTED PROGRAMMING

Currently Enrolled

Arizona State University

Online

COURSEWORK INCLUDED: BUSINESS TECHNOLOGY FUNDAMENTALS, COMPUTER NETWORKING IN ORGANIZATIONS,
OPERATING SYSTEMS MANAGEMENT

Currently Enrolled

Work Experience

CommunityAmerica Credit Union

Lenexa, KS

VIRTUAL RELATIONSHIP SPECIALIST

September 2021 – Present

- Supports and services members using digital ITM video interactions
- Provides account services to customers by receiving deposits and loan payments, cashing checks, and issuing withdrawals
- Assessing member's needs and recommending products and making sales referrals

Johnson County Community College

Overland Park, KS

IT SUPPORT SPECIALIST

Feb 2022 – Present

- Support includes but is not limited to account and Office 365 assistance, JCCC network access, support for JCCC solutions (such as Banner, Canvas, Microsoft online and desktop products, Adobe Creative Cloud, Zoom, AccuCampus, TeamDynamix), office and classroom technologies, IT Security, Consulting and Planning for JCCC technologies, Project Management and IT security.

IOTA Cloud & IT

Olathe, KS

OWNER / IT SUPPORT

May 2018 – August 2021

- Helped out many people with issues they had on their computers
- Provided email, text, and call support to support and troubleshoot technical issues
- Provided software support, including: installing operating systems, removing malware and setting up anti-virus software, defragging and cleaning up hard disk to make computer run faster
- Serviced, built, and replaced parts on many PC's

Wendy's

Olathe, KS

ASSISTANT MANAGER

May 2019 – August 2021

- Ran shifts with low time and customer complaint counts, and high food safety scores
- Managed crew online learning courses and ensured everyone was 100% certified in all the positions of the store
- Took nightly inventory and helped with full store weekly inventory and ensured food variance % was as low as we could get it
- Managed cash deposits, safe counts, and drawer counts

Latino Y Punto

Overland Park

RETAIL STORE MANAGER

May 2017 – May 2019

- Worked with customers to solve their issues and help them as needed
- Developed computerized barcode scanning system that included items with their respective prices
- Created and advertised online webpage with over a thousand members that increased business

Certificates

CompTIA A+, CompTIA Network+, CompTIA ITF+, Microsoft Office Specialist 2016,
Office 365 Certificate, JCCC Computer Support Specialist A+ Certificate