**Ricardo Marcelo Canales Gonzalez**

Elizabethtown, KY 42701 (512) 508-9695 [rmcana01@louisville.edu](mailto:rmcana01@louisville.edu)

**Summary**

Computer Information Systems student with three years of customer service experience in both the retail and hospitality fields. Excited to apply technical competencies gained in the classroom in an entry level Information Technology job, co-op or internship.

**Education**

Computer Information Systems (Bachelor’s Degree) January 2022 – Present

*University of Louisville – Louisville, KY*

Relevant Coursework: Information Systems in Organization, Data Analysis Decision, Fundamentals of Information Systems, Software Development I, Database Design, System Analysis and Design, Infrastructure Technology, Introduction to Information Security, Management of Information Systems, Introduction to Network Security

Associate in Arts

*Elizabethtown Community and Technical College* – Elizabethtown, KY May – December 2021

Computer Information Technology (Associate of Applied Science) January 2017 – December 2019

*Austin Community College – Austin, TX*

Relevant Coursework: Personal Computer (PC) Hardware, Web Design Tools, Fundamentals of Networking Technologies, Introduction to Computing

**Skills**

Technical: Microsoft Office (Word, Excel, PowerPoint, Project), Adobe Dreamweaver, Visual Studio (C#), Notepad ++, Gmail, Google Docs, Google Sheets, Google Slides, HTML, CSS, SQL, Linux (Ubuntu)

**Bilingual** (native in Spanish)

Microsoft Office Specialist: Excel Associate (Office 2019)

Highly disciplined, outstanding memory, problem solver, self-starter, fast learner

**Experience**

**FC Associate I**, AMZL Logistics, Austin, TX July 2019 - February2021

- Organize packages, verify drivers’ identity, organize drivers.

**ACC IT Internship,** Beyond Secure Inc , Austin, TXOctober 2019 – December 2019

-Unbox microcomputers, execute setups, updates and installed software according to customer.

**Daytime Stock Associate**, Toys R Us, Austin, TX June - December 2017

-Prepare store for customers, ensure shelves are fully stocked, aisles clear and clean.

**Bag Runner**, Prospect Airport Services, Austin, TX May - December 2016

-Responsible for loading, register and place luggage for 6 different airlines.

**Crew Member**, McDonald’s, Austin, TX November 2015 - May 2016

-Assure great customer service by processing customer transactions and delivering menu items.