Robert Rico
robert.m.rico@gmail.com

Objective: To obtain working experience in my field of study

Education

2010-2013 College of The Redwoods -
Expected Associates In Arts, Liberal Arts & Communication by Fall 2014
2013-Present California State University, Sacramento -
Major in Computer Science with double minor in Mathematics and Physics expected by 2016 • Current GPA: 3.34

Qualifications

Software Development
- Moderate knowledge in Java
- Proficient in HTML/CSS
- Microsoft Expressions

3D Modelling
- Partial knowledge with CAD
- Proficient in Blender

Computer Hardware
- Moderate to Advanced knowledge in computer building and repair

Technical Support
- Knowledge in troubleshooting Windows Operating System
- Some knowledge in Linux

Networking
- Proficient in Windows Local Area Network creation, FTP, and OpenVPN
- Knowledge in Router and Modem Management

Personal Skills

- Team Management/Leadership
- Ability to proficiently learn new material
- Great time management ability
- Excellent ability to spot inefficiencies and increase productivity
- Good verbal and communication skills
- Excellent ability to solve problems

Work Experience

In my 8 years in the customer service industry, I:
- Perfected my customer service
- Enhanced my communication skills
- Supervised staff and applied managerial concepts
- Learned to work efficiently under pressure
- Learned the Point Of Sales program operations

References

Sean Balassa [Owner at Golden Harvest Cafe] 707-832-8082
Deb Cawvey [Family Friend] 707-496-4308