
SOTO JR., RODOLFO

FIELD TECHNICIAN

OBJECTIVE

To obtain an Engineer-Technical Support position within the company and continue to grow and advance in my career

SKILLS & ABILITIES

Solid background in business analysis and strategic planning. Skilled in leading teams of diverse backgrounds to make sound business decisions based on analyses of short-and long-term business needs. Able to work in groups as a member of a team to accomplish goals.

VITALS

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Chicago, IL 60629

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EXPERIENCE

T-MOBILE USA, CHICAGO, IL

2014-2017

Maintain T-Mobile's network and provide the best possible customer experience. I am the subject matter expert in my group as well as the trainer. As the trainer, I help keep my peers up to speed with new rollouts and technology. I'm involved with Lab Champ which helps promote fun and competitive ways to keep technicians engaged as well as freshen up their skills. I also engage with projects that include COW/COLT deployment for special events.

T-MOBILE USA, CHICAGO METRO SOUTH, CHICAGO, IL

2010-2014

Meet a monthly goal of activations, upgrades, mobile Internet and customer satisfaction. Train and coach all new employees. Moved into a floor coach role within six months of getting hired. Moved into a key holder role within six months of getting hired.

UPS, HODGKINS, IL

2005-2010

Supervise operations of 50 people and responsible for their payroll. Train all new employees. I was promoted to part time supervisor on August 22, 2005 at the age of 18 responsible for an area of ten people. I was promoted to manager on March 3, 2008 at the age of 21. I was responsible for the success of turning around the area of disgruntled employees and poor results. I successfully came up on the rate and rank and customer service from the bottom of the list to top 25% within six months.

EDUCATION

RICHARD J. DALEY COLLEGE, CHICAGO, IL

Received my Associates in Science of Engineering with a 3.26 GPA

COMMUNICATION

Presented year to year numbers with upper management at the age of 22. This was a two-hour presentation that had a Q&A session which resulted in my next promotion at UPS.

LEADERSHIP

Trainer for FOPS Central Group

Co-Captain of R/C Fastwheels

REFERENCES

JUSTINO FLORES, UPS

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