

Francisco Rodriguez Jr

15490 Avenida Mirola Desert Hot Springs CA 92240
rodriguez27298@gmail.com | 7604063068

Computer Science student with 7 year's experience in customer service and integrated retail. Looking to apply my Major's knowledge in a work environment.

Professional Experience

Kmart
Customer Sales Associate

07/11 - Present

Job title used to cover a variety of work areas throughout the store. Position responsibilities evolved throughout the years.

- Diagnosed and repaired POS registers in store (IBM SurePOS 7xx models)
- Diagnosed and replaced network switches with assistance from corporate ITT team
- Keyed and followed up on help tickets involving a variety of in store technical equipment and pricing issues
- Corrected issues regarding discrepancies involving cash and debit/credit sales
- 5 years of cash room operations
- 2 years of MCC (credits and returns for store merchandise and vendor items)
- Weekly and Monthly Pricing sets with state mandated audits

Education

San Bernardino Valley College
AS in Computer Science

09/12 - 06/17

- Advance Mathematics, Physics and Computer Science Courses

California State University San Bernardino
BS in Computer Science

09/17 - 12/19

- Further advancement in Mathematics and Computer Science
- Planned graduation in December 2019

Key Skills

- IT - Microsoft Suites, Windows OS, Linux, basic HTML, CSS, C/C++/Java and SQL
- Language - Fluent Spanish (written and verbal)
- Technology background with 7 years of experience with customer and management relations