JAZIEL ENRIQUEZ (JAZZ)

Contact info:

Email: jazielenriquez@gmail.com

Github: https://github.com/yourfellajazz

Linkedin: https://www.linkedin.com/in/jazielenriquez/

Online Portfolio: https://jenriquezportfolio.netlify.app/

Phone: 915-888-5233

PROFILE SUMMARY

Proficient in problem solving in hardware and software. Effective at simplifying technical terms in simple terms. Experience in maintaining high standards and caring for others. Self-led learner, critical thinker, and excellent at troubleshooting. Effective in utilizing interpersonal skills and connecting with others in the workplace to communicate effectively and better perform assigned duties and tasks. Experience learning and applying skills in front end development via open source and personal projects.

Skills

| Google IT Support certification | Customer service experience | Windows/Linux | macOS, iOS, | Office 365 | SCCM | DHCP | DNS | Power Shell | Batch | Bilingual | CLI | LDAP | TCP/IP |

React.js | JavaScript | Node.js | Bootstrap | jQuery | Redux | HTTP/JSON/AJAX | GIT | HTML | CSS/SCSS | SQL | tailwind | NPM | CLI |

CERTIFICATIONS/PROJECTS

Tech Certifications

Google IT Support Professional Certificate – a six month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

CompTIA A+ - Dedicated on enhancing my skills by getting certified in the next 3 months.

Online Portfolio

Personalized code to create a simple yet modern portfolio. All personal projects, info, and links can be found here. One page layout and fully responsive. Dynamic website optimized with Parcel, Bootstrap 4, SCSS, and Javascript. Used Github and Netlify to host website online.

Link: https://jenriquezportfolio.netlify.app/

Home Network Setup (Personal Project)

Configured and set up a home wireless network, ensuring seamless connectivity for multiple devices.

Installed and configured a router, established security protocols, and resolved network connectivity issues.

Customer Tech Support (volunteer)

Assisted friends and family with troubleshooting computer, mobile, and software issues remotely and in-person.

Patiently communicated and guided users through basic problem-solving steps, leading to successful issue resolution.

Assisted others in building their own computer from scratch.

EXPERIENCE

EDUCATOR - LULULEMON — 2022-2023

Responsibilities:

Answered calls and assisted customers by providing solutions to their needs.

Resolved and helped co-workers with technical issues in POS, Windows software, and troubleshooting mobile devices.

Communicated and developed relationships effectively with all my co-workers to create a smooth and better workplace for the company and for my role.

Adapted independently and used problem solving skills when encountering problems.

Took initiative to greet and know the customers in order to better suit their needs of coming into the store. Introduced myself and gave information about the product they were interested in simple terms.

Adapted to any role that was asked of me to do and asked questions if needed in order to perform my task better.

Maintained a positive, encouraging, and friendly attitude.

Contributed to revenue increase each month by increasing item per transaction sales

Initiated the possibility of new customers through referrals.

HOSPITALITY TEAM MEMBER - CHICK-FIL-A – 2021-2022

Responsibilities:

Provided and maintained high-standard customer service in a fast-paced environment by mastering tasks for handling currency transactions, order taking, stocking, and inventory control.

Communicated clearly with customers and co-workers and maintained a positive, friendly, and welcoming attitude.

Resolved complaints quickly, professionally, and kindly.

Adapted to different roles in my position quickly and effectively.

EDUCATION

UNIVERSITY OF TEXAS AT EL PASO – BACHELOR OF SCIENCE IN PSYCHOLOGY, 2022

COMMUNITY SERVICE

Shoreline City, Dallas, TX 2023

Responsibilities: Encouraged and greeted new people. Initiated and introduced myself to new people in order to connect with them and build genuine relationships. Worked together with others to make new people feel welcomed.