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Accomplishments

Trilingual (English, Spanish and Portuguese)
Extensive customer service experience
A+ Computer Certified

Extensive computer support and repair experience
Proven Team Leader, Manager and Team member

Experience

Owner/Founder – Rocky Mountain Expert Computer Repair - 03/2011 – Present

Computer support and repair throughout the Northern Colorado area. Responsible for finding new clients, advertising and web site development.

Customer Support– Hewlett-Packard/Volt – 10/2008 – Present

First line support for Voodoo PC. Responsible for one call resolution of all issues.

Tier 1 Customer Support - Excelsior Software - 06/2008 - 08/2008

Managed support calendar for all technicians. Provided first line of support for customers. Performed call backs to ensure highest level of customer service.

Customer Service Representative - TEK Systems - 02/2008 - 06/2008

Customer support for major fast food chain. Responsible for supporting and troubleshooting all elements of their point of sale system. Highest efficiency rating for a new CSR.

Broadcast Operations Tech 2 - Echostar Satellite - 11/2006 - 02/2008

Assistant Manager to the IP Video on demand and File Video on demand projects. Responsible for initial design, implementation and continued support of the projects. Also sole person responsible for video library operations during swing shift.

Station Manager - Pirate Radio 104.7 FM KELS-LP - 03/2004 - 08/2004

Initially a volunteer, quickly rose through the ranks to fill the void of head of IT. In that role, was responsible for maintaining and developing the station's web presence as well as working with the staff to set up audio streaming. Later, took on the role of station manager and was responsible for finding new talent, managing existing staff, remote broadcasts and balancing the budget.

General Manager - Beyond Belief - 11/2002 - 01/2005

Obtained highest position available within one year of employment. Responsible for hiring/firing, opening and closing the business. Also responsible for initial concept, design and support of the business' website.

Other experience:

Owner - Peace of Mind Computer Support - 01/2005 - 03/2011

Customer Service Representative – Best Buy – 10/2005 – 12/2005

Assistant Manager – QuarterMania -3/2005 – 9/2005

Head of IT – Digital Technology – 05/2003 – 07/2003

Customer Service Representative – StarTek– 4/2002 – 7/2002

Teacher – University of Denver– 05/2004 – 07/2004

Education

Escola Americana do Rio de Janeiro 1998 – 2001

· Computer Science Award

University of Northern Colorado 2001 – 2003

Aims Community College 2004 – 2006

References available upon request