

# PROFESSIONAL SUMMARY

Self-Motivated individual who is very adaptable and willing to venture into the world of information technology. Not only a capable problem solver but also who has a good foundation of customer service that has learned from previous work experiences.

#### CERTIFICATIONS -

- Comptia A+ Certified
- CCNA in progress (ETA: Oct, 2023)
- Customer Service
- Windows 10/11
- MacOS
- IOS
- IPadOS

#### Skills

- Hardware/Software Troubleshooting
- MS Office
- Detail Oriented
- Time Management

PROFESSIONAL EXPERIENCE ·

## CNA, 03/2022 - Current

## Napa Senior Agency

- Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.

## Warehouse Associate, 07/2017 - 02/2022

## IKEA Distribution Center

- Prepared orders for shipment by systematically picking, packing and labeling merchandise.
- Inspected incoming and outgoing shipments to verify accuracy and prevent errors.
- Manually or mechanically loaded and unloaded materials from pallets, skids, platforms, cars, lifting devices, or other transport vehicles

## Call Center Representative, 03/2015 - 04/2017

Alorica - Martin

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Educated customers on company systems, form completion and access to services.

EDUCATION —

Associate of Science: 55 Credits Received Towards Accounting & Bookkeeping Napa Valley College - Napa, CA