

# ROSANA CABALLERO

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## PROFESSIONAL SUMMARY

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Highly motivated and dedicated student currently enrolled in school, working on getting certified in numerous courses. Also a military enlisted soldier with three years of service in the U.S. Army Reserves as an Information Technology Specialist. Works well with team members and groups from diverse backgrounds, great leadership capabilities, effective communication skills, problem solver who quickly masters new roles and technologies to achieve positive results.

## HIGHLIGHTS

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- Confidential Security Clearance
- Strong verbal communicator and public speaking
- Trained in defensive tactics
- Advanced computer skills
- Proper phone etiquette
- Network configuration and support
- Exceptional troubleshooter
- VoIP knowledge
- IT security policies
- Strong work ethic
- Exceptional customer service
- Equipment maintenance
- Well organized
- Effective multitasking
- Attentive listener
- Food and beverage handling Ability to handle fast-paced environment
- Food handling knowledge
- Good personal hygiene
- Excellent guest service skills

## ACCOMPLISHMENTS

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Awarded the Army Achievement Medal in 2015 for successfully building a network in support for 100+ customers under pressure and uncomfortable work conditions.

Army Certificate on Achievement of exceptional meritorious achievement during a week long mission for my technical and tactical knowledge and leadership skills in 2014.

Three Army Certificate of Achievement and four badges in the year of 2014/15 for preparedness, motivation, and dedication during annual fitness test

Certificate in Personal Financial Management

Personally responsible for over \$15,000 of command equipment with no deficiencies, losses or damages.

Eliminated bugs interfering with user experiences, generating over 50 positive customer feedback comments.

Vice President of Teen Leadership Council for the Sheriffs Activity League

- Made a quantity of improvements in the lives of others and the environment providing a safe, enjoyable, and welcoming community

Project Planning

- Provided project controls, cost estimation, and other business support services to technical line management.

Training

- Responsible for providing vision and guidance to a group of 20 employees, training them on sufficient project plans and procedures.
- Promoted to Team Lead after only three months in position to support and train new staff.

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## WORK EXPERIENCE

### ACROBAT OUTSOURCING

**Server**

08/2014 to 03/2015

- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Communicated clearly and positively with co-workers and management.
- Resolved guest complaints promptly and professionally.
- Carefully maintained sanitation, health and safety standards in all work areas.
- Took initiative to find extra tasks when scheduled duties were completed.
- Responsible for daily set up of five stations or more
- Proper food and beverage handling
- Set up banquet tables
- Served residents and guests during meal times with speed and efficiency
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Delivered an exceptional dining experience with friendly, fast service.

### U.S. ARMY RESERVES

**Information Technology Specialist**

11/2013 to Current

- Troubleshoot and resolved internet connectivity and general software and hardware issues.
- Identified product problems and strengths and collected data on the customer experience.
- Construct network cables
- Worked with Switch and Routers installing and configuring
- Implement Voice Over Internet Protocol communication
- Install a network operating system
- Modify Microsoft Active Directory User/Group/Computer Accounts/Organizational Unit
- Establish a telnet connection and console session on a router
- Setup DNS server
- Perform password recovery
- Perform hard drive imaging
- Install digital encryption devices
- Correct a malfunction on a LAN
- Perform maintenance and safely on all equipment

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## EDUCATION

**HIGH SCHOOL DIPLOMA**

2013

**Half Moon Bay High School**, Half Moon Bay, CA, USA

- Graduated Half Moon Bay High School
- Academic Achievement Award in Information Technology School
- Coursework in Information Technology
- Certificate in IT
- Top 10% of IT class in FT. Gordon Georgia
- Few IT Courses in Unitek College
- Public speaking classes