

Luis Meraz

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Objective

To use my vast technical and communication skills in helping the customer with what ever situation presents itself and ensuring a high level of satisfaction using great demeanor. I make sure any and every customer is treated just as great as the last, and leaves with no questions unanswered.

Experience

IT/Maintenance Temp (Telus International)

01/15 – 12/15

Attending to troubleshooting tickets, managing cabling projects, resolving network issues, setting up agent stations, also QC on call monitoring. Some general inspection and attending any major issues involved as well.

Rooms Control (Worldmark by Wyndham)

12/15 – 10/16

In charge of dispatching and scheduling the entire housekeeping department (housekeepers, maintenance, and QC) Maintaining the efficiency of the housekeeping department is the first priority, as many times guests will be waiting on rooms. Heavy multitasking between a crew of 45 people and guests involved. Use of FOCUS software is involved as well. Leadership skills displayed in many situations.

Barista (Urth Caffé)

10/16 - Current Date

Preparing coffee, espresso, teas and other assorted drinks assuring quality and consistency every time. Attending to the customer's unique needs is a high priority next to expediting orders promptly. Keeping ingredients and other items stocked, as well as ensuring a clean and hygienic station is also a key factor. Keeping a smile and upbeat energy is part of our uniform, along with our mission statement.

Education

Desert Pines High School

C/O 2013

Graduated in the summer of 2013 with a 3.4 GPA. The school specialized in information technology, which impacted my passion for technical support.

Skills

Deep understanding of computers and other devices of all operating systems from Windows to Mac, iOS to Android, and everything inbetween.

Proficient in Microsoft Office (Excel, Word, Powerpoint, etc)

Very detail oriented and critical problem solving skills.

Troubleshooting and repairing all sorts of devices ranging from cellphones, to home networks, laptops, and a wide variety of computers for years.

Keeping up to date with the latest technology and new gadgets on the market.

Great with being able to explain/demonstrate to the customer how a problem is caused and why.