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Work Skills:

Individual & classroom training, team leader, management, people skills, curriculum and KB writing, desktop support, Administrative Assistant, customer service, problem solver, project management, construction skills, landscape irrigation design/install/repair/sales, warehousing, forklift, inventory, counter sales, typing 40+ wpm.

Hardware Skills:

PC refurbishing and upgrades, building from scratch, replacing parts, Windows installs on refurbished PCs, troubleshooting, familiar w/Paragon HD repair and cloning software.

Software Skills:

Windows XP-11, some DOS and UNIX, basic networking, research & problem-solving skills, testing, Salesforce, MS Office- proficient with Excel and Word, html and web design, FTP, internet, browsers- Chrome/IE/Firefox/Edge.

Employment:

Principle Distribution LLC

Contractor of delivery drivers.

5/24-9/24 | <https://principledistribution.com>

*Provided delivery service to and from vendors.

AdComp Systems Group

Build and support payment processes.

4/22-3/24 | <https://adcompsystems.com>

*Providing customer tech support, Manager, training, documentation.

AllianceRx Walgreens + Prime

Scheduling delivery of specialty prescriptions via phone.

12/19-3/22 | <https://alliancerxwp.com>

*Assisting specialty pharmacy patients calling in to schedule delivery of scripts.

*Worked with insurance group when issues with coverage.

G.R.A.C.E.

Non-profit serving Grapevine, Tx area.

10/19-11/19 | <https://gracegrapevine.org>

*Driving delivery truck.

Macro Helix

Tech support for 340B software.

2/15-9/19 | <https://macrohelix.com>

*Team Lead, Subject Matter Expert, escalated calls, unique solutions, training, curriculum writing.

Healthcare Computer Corp.

Tech support, installation, POS, hardware, trainer.

10/08-2/15 |

*Training, hardware setup, software support, Subject Matter Expert, reporting, travel.

Grapevine Relief And Community Exchange

Non-profit serving Grapevine, TX area.

3/05-7/08 | <https://gracegrapevine.org>

*Tech Center Manager, led volunteers, assisted with company meetings, created curriculum.

*Desktop Support, PC installation, Network Support.