Profile

Well qualified electronic engineering certified technician seeks to apply 5+ years of experience as a technician to diagnose, troubleshoot and repair any electronic system. Looking to grow in a fast paced environment and provide 5+ years of high volume customer service.

Education

New York City College of Technology Pursuing Bachelors Degree in Telecommunications

2012-present(100+ credits completed)

Graduate from Queensborough Community College Bayside, NY

A.S.S degree in Electronic Engineering, GPA: 3.0

2010-2012

Skills Summary

· Proficient in Microsoft Office Software · Certification in soldering

· Proficient in using surface mount technology · Fiber Optics Certification

· Network Copper Cabling Certification ·Leviton Technician Certification

Volunteer Experience  
 Volunteer at New York Hospital Queens 2013  
· A current member of the IT team in NYHQ. Learning how to operate the system the hospital runs on, and storing billing information in an organized manner for future reference. Also processing system access forms which is a vital form to new hires and existing working who need access to the hospital premises ·In charge of removing and replacing the hospital’s backup tapes with sensitive information and transporting it to an offsite location for safekeeping. ·Learning to troubleshoot, replace or reimage computers to restore full functionality

Work Experience

**Home depot, EAST Elmhurst, ny (03/12-present)**

·Maintain an excellent customer satisfaction rate with virtually zero comebacks. Interface professionally and communicate easily with customers, workers; known for integrity in customer dealings

·Brought in as a cashier dealing with an advanced POS system and promoted to sales associate specializing in flooring, hardware, plumbing, and electrical within a few months of work

**Shine Electronics, Long Island City, NY (03/2012-04/2012)**

· Proficient cell phone technician in charge of de-soldering miniature faulty cell phones parts and reinstalling new components in its place to restore full function ·Line worker known to complete the repair of 80+ devices in one shift and assist others when in need

**Metro PCS, Jackson Heights, NY (04/2011-09/2011)**

· Phone sale representative dealing with a high volume of customers who accurately assessed problems, needs and provided adequate information and advice for customer decision making

·Top sales representative with a minimum of 8 cell phones sold per day, bringing in high revenue for the store

References Eric Higgins New York Hospital System Engineer 718 670 2572

Eric Nieves New York Hospital Telecommunications Engineer 718 670 2572

Massiel Lugo New York Hospital mom 365 photography Technician 718 507 6909