

John Smith

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OBJECTIVE

Obtain a position as iOS App Reviewer – Portuguese

HIGHLIGHTS OF QUALIFICATIONS

- Passion to work with technologies, including hardware, software and networks with strong knowledge of all computer and network parts.
- Excellent communication, negotiation and problem solving skills with focus on exceeding customer satisfaction
- Strong experience in customer service as a computer shop owner and as an employee in customer service roles
- Proficient in MS Office, Windows, IOS, Android, Google Chrome, Photoshop
- Multilingual: Fluent in English, Native Portuguese speaker, Basic Spanish

TECHNICAL SKILLS AND EXPERIENCE

Technologies

- Operating System: MacOS(concept), MS Windows, Linux (concept), Unix (concept)
- Applications: MS Office (Excel, Word, Power point)
- Browsers: Internet Explorer, Google Chrome, Mozilla Firefox, Safari
- Databases: Oracle (concept), SQL Server (concept)
- Networking: VPN, Proxies, LAN and WLAN, Direct Access.
- Mobility: iPhone, iPad, Android

Hardware

- Assembled and disassembled desktops, laptops and phones for maintenance, exchanging memory cards, motherboards, mouse, keyboards, cables

Communications

- Communicated with customers at the front desk as well as over the phone or email
- Solved issues related to hardware and/or software, explaining to the customers what was done
- Negotiated prices and times for delivering new computers and/or installing new technologies for customers
- Prepared documents and invoices describing the services
- Dealt with customers, middle and senior level management on a daily basis

Management

- Managed a technical team of 2 client facing assistants in a computer shop
- Coordinated a project where the objective was to create an application to sell life insurance plans via mobile app and over the phone
 - Supervised drafting of technical documents, test plans and was responsible for training the call centre team in the new application

- Generated task list and prioritized according to requirements
- Reported project progress to senior management according to their requirements

EMPLOYMENT HISTORY

Project Coordinator Assistant Canal Sac, Rio de Janeiro, Brazil	2015 - 2019
Cable TV Salesman Zon TV Cabo, Lisboa, Portugal	2009 – 2011
Cable TV Installer Portugal Telecom, Lisboa, Portugal	2008 – 2009
Computer Shop Owner LeaderTech Ltd, Rio de Janeiro, Brazil	2000 – 2008

EDUCATION

College degree in Computer Science Estácio de Sá University – Rio de Janeiro, Brazil	2014
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References Available Upon Request