

# Àlvaro Vega

## **Bilingual and Dedicated Customer Support**

Greeley, CO 80631

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9705847109

Looking for new opportunities in all possible positions that fit my skills and desires in order to succeed directly with promising companies. I search for opportunities to expand my knowledge. I am a dedicated company man with integrity and great work ethic.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Desktop Support Technician**

HomeBase - Greeley, CO

Present

Able to build a personal computer, desktops, and install operating systems. Familiar with MOBOs, CPUs, GPUs, RAM, SSD, HDD and PSUs. Knowledge in troubleshooting hardware and networks.

### **Cooler Worker**

JBS Beef Plant - Greeley, CO

January 2017 to July 2020

worked in various departments from the kill department to coolers. Maintain a good work ethic and positive production review.

### **General Laborer**

UFP - Greeley, CO

June 2016 to January 2017

Worked making bed frames for Denver mattress and many other products including pallets, decks, fences, steel work and cable components.

### **Member Service Representative**

Sam's Club - Evans, CO

2013 to 2015

Maintained a 40% Top Down Sale Rate.

## Education

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### **Current in Political Science**

University of Northern Colorado

2013 to Present

### **Certification in Customer Service**

Pueblo Community College - Pueblo, CO  
2019 to 2019

### **High school or equivalent**

Greeley West High School - Greeley, CO  
September 2007 to May 2011

## Skills

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- Simple, Fast, and Clean (2 years)
- Computer Programming (5 years)
- Communication (3 years)
- Customer Service
- C++ (2 years)
- Cybersecurity (2 years)
- Microsoft Office (7 years)
- Encryption (4 years)
- Computer Operation (10+ years)
- Network Security (2 years)
- Python (2 years)
- CryptoCurrency (2 years)
- Driving Experience (7 years)
- Data Entry (9 years)
- Relationship Management (3 years)
- Workforce Planning (3 years)
- Leadership Experience (4 years)
- Team Leader (1 year)

## Certifications and Licenses

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### **Customer Service**

March 2019 to Present

Customer Service Academy Certificate

### **Driver's License**

Present