8167263404

Ana Cano

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Profile

Successful candidate with 10+ years of experience in admin, software, self- taught HTML, and embedded Linux. Over 3 years of experience in finance, admin, B2B/diverse sales. Long term ideal career is a balanced, professional work culture, coding in software development or DevOps.

Skills & Abilities

- Bilingual
- Microsoft Office
- Quality Assurance
- Technical Support
- Sales
- Multi-Line phone system
- Machine Learning
- Corporate finance
- Oracle/Linux/IOS/Window system
- Hazmat Safety
- Web Design
- Data Entry
- 10 Key

Languages

- ENGLISH
- SPANISH
- PORTUGESE

Education

ASSOCIATE OF ARTS   MAY 2025-PRESENT

PATHWAY TO COMPUTER SCIENCE

JOHNSON COMMUNITY COLLEGE

I am practicing on creating an app project, developing and software design using C++, python, and JavaScript. Improving to diagnose and problem-solve computer hardware and software errors in under 10 mins.

EAST HIGH SCHOOL   AUG 2013– MAY 2018

Experience

Logistics Assistant (Temp)
OCT 2024 – FEB 2025

ATS | Kansas City, MO

- Assisted in supplying and helping aircraft mechanics in a timely matter with parts, inventory, and data by transferring parts to shelves, commanding the system by adding or removing parts within Oracle.

- Executed accurate data entry tasks to maintain up-to-date information

within Oracle, Gateway, and RF scanners.

- Coordinated order fulfillment processes to ensure timely and efficient delivery of products to customers.
- Oversaw inventory management practices to optimize stock levels and minimize excess or shortage situations.
- Assisted in supply chain support activities to streamline operations and improve overall efficiency.

Quality Assurance   FEB 2024– AUG 2024

ADT | Kansas City, MO

- 200 tickets per week, 5 accounts per hour while multi-tasking, researching customer issues with setting up home security and notating accounts.

- Troubleshoot and diagnose home security cameras and alarm apps for new homeowners.

Business Development

- Promoted to Quality Assurance due to expertise in sales, and CRM systems to track leads, opportunities, and client satisfaction.
- Conducted presentations to potential clients, resulting in closing deals.

Material Handler   OCT 2022–AUG 2024

Fedex Express| Kansas City, MO

- Ensured quality control measures were met through the production process using RF Scanner to organize, ship boxes into cans for aircraft.
- Managed inventory levels to prevent stock shortages and overages.

Hybrid Medical Records Specialist   MAY 2023–NOV 2023

Cynergy MRO | Kansas City, MO

- Diagnosed and troubleshot various technical issues, enhancing system performance and user satisfaction whilst calling patients for prescription refills, verifying HIPPA and POA.
- Executed accurate data entry tasks to maintain up-to-date reliable records.

Remote MAPS Agent (Temp)   NOV 2023-JAN 2024

Papa INC | Miami, FL

- IT troubleshooting, submit Zendesk tickets, whilst upselling Papa products.
- Resolved one-call resolution over the phone, whilst scheduling visits, rides and notating accounts what will be conducted in each visit through company software.

Customer Service Representative   AUG 2022-MAY 2023

Check n Go | Kansas City, MO

- Provided detailed product information to assist customers in making informed purchasing decisions.
- Calling 200 clients per day, debt collector, and process transactions accurately and efficiently to maintain streamlined operations and customer satisfaction.

Order Filler/Sorter

JCPENNY | Lenexa, KS   JUN 2021-DEC 2021

- 200 tickets an hour by labeling, ticketing items then shipping on the conveyer