

Driver

7/16

John Onorati

Technical Wizard, Gifted Communicator & Presenter.

Rochester, MN 55904

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I excel in all matters dealing with computers or electronics. Comprehending complex problems is important; but then being able to communicate the solutions to end-users or customers is where I truly shine. Capable and versatile that learns quickly.

Authorized to work in the US for any employer

Work Experience

Chofer

Lyft Inc. - Rochester, MN

December 2021 to Present

- Drive for Lyft included Driving people to and from appointments
- Picking up rides as they are assigned
- maintain consistent customer service that is above and beyond

Endpoint Technician Lvl 1

PDS at Mayo Clinic - Rochester, MN

August 2021 to December 2021

- Install or replace computers and workstations with printers
- Test new hardware after its installed
- Answer any questions that staff may have
- Switching ethernet ports on or making them active from the networking closets
- Work independently and as a team to implement new hardware and software as it arrives

Navigation Specialist

Mayo Clinic - Rochester, MN

July 2020 to December 2020

- Screen visitors' credentials on way into hospital
- Screen visitor names' and check eligibility to visit
- Take temperature and coordinate closely with nursing staff
- Direct pedestrian traffic
- Give directions and answer questions
- Mainly-always be smiling and giving top-notch customer service

Front Desk Associate

Days Inn - Rochester, MN

August 2019 to July 2020

- Check guests in and out as needed
- Create and modify reservations
- Answer phones and watch front desk

- Assist with laundry
- Balance the till daily
- nightly bank statements
- provide the best possible guest service from check in all the way to check out

Delivery Driver

Gingerbread House Bakery - Rochester, MN
July 2018 to August 2019

- Pick orders
- Check orders for accuracy
- Assist customers
- Deliver according to deadlines
- Assist at the work bench with dough prep or wherever needed.
- Help train new employees

Shipping and Receiving/Forklift Operator

Behrens - Winona, MN
August 2016 to May 2017

Shipping and Receiving

- Check-in orders and correct errors when necessary
- Coordinate the semi-trucks into the doors and line according to pick-up time
- Receive-in and inventory product and freight
- Maintain the picking area
- Loading and unloading all Trucks that arrive to docks
- Managed inventory delivery on Behren's docks

Asst. Manager of the Hardware Dept

Menards - Winona, MN
March 2013 to February 2016

- * Sales Coaching's for training and weekly Manager meetings
- * Manage and train Employees in our Dept.
- * Setup new displays for Holiday change-overs
- * Forklift and other heavy equipment used daily

Laptop Learning Lab Specialist

Winona State University - Winona, MN
August 2007 to May 2009

- Work with staff to create technical documentation and hands-on workshops
- develop a presentation to walk students through the basics of the software suite that professor required
- Our Team would sit down with students and help them by appointment with specific how-to sessions correlating to course work
- Frequently assisting in other areas of the IT dept.
- Assisting with walk-ins, helping on the phones, and in QA

Education

Associate's in General Studies

Minnesota state south east technical - Winona, MN

August 2010 to December 2011

Bachelor's in Business Administration

Winona State University - Winona, MN

May 2009

Skills

- Windows (10+ years)
- Microsoft Office (10+ years)
- Customer Service (5 years)
- Mac OS (10+ years)
- Networking (Less than 1 year)
- Tech Support (2 years)
- Desktop Support (5 years)
- VPN
- LAN
- Network Support
- Forklift (3 years)
- Project Management
- Customer support
- Shipping and Receiving (2 years)
- Order Selector (2 years)
- Software deployment
- Ethernet
- Help Desk
- VoIP
- TCP/IP
- WAN
- Analysis skills
- Computer skills
- IT support

Certifications and Licenses

Driver's License

CDL Class B

Forklift Certification

Assessments

Technical support: Customer situations — Familiar

January 2022

Responding to technical support situations with sensitivity

Full results: Familiar

Warehouse associate — Highly Proficient

January 2022

Assesses the tendencies that are important for success in warehouse roles

Full results: Highly Proficient

Work style: Reliability — Proficient

December 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Motorcycle endorsement