

Marcus Pena

Thornton, CO 80233

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Pharmaceutical Technician

Sandoz (Novartis) - Broomfield, CO -

2016-11 - Present

Location: 2555 W Midway Blvd, Broomfield, CO 80020

Manager Name: Gary Olson, Nancy Polloly, Rochelle grester.

Number: (303) 466-2400

Duties - As a pharmaceutical technician my roles varied I gathered the proper batch record for processing pharmaceutical medicines correctly. I verified all paperwork and ingredients for the job making sure the expiration date had not passed and that all data was properly accurate according to all regulations enforced by the FDA, DEA, OSHA, and the company itself. As a tech 1 I was able to operate all heavy machinery in the department to completely process the products, the machines varied from a Bohole blender to a Twinshell blender. Other heavy machines included mill's, quadromill's, shaker, and other blending machinery.

After the product was blended together it was then loaded into an IBC which was thoroughly cleaned off, weighed, and put into storage. Data integrity was beyond important, written and mathematical documentation via metric system had to be precise otherwise it could have a bad outcome for the final product. I also worked as a material handler gathering items from the wear house for the final product. I worked in the packaging department, repackaging products that had misinformation on the labels, I packed off, I am also qualified to run packaging lines that have the optel operating systems, including heavy machinery like cappers, case sealers, bottle orienter.

Stocker

King Soopers - Thornton, CO -

Present

Stock shelves with consumer good, along with setting up displays. Provide assistance to customers like guiding them to their desired items or helping them grab items off the shelf. Operate pallet jacks, and or fork lifts to organize products coming in from the shipping and receiving area.

Assistant Manager

Colorado Rail Solutions - Henderson, CO -

2016-03 - 2017-01

Location: 9900 I-76 Service Rd, Interstate 76 Frontage Rd, Henderson Co. 80640

Manager Name: Corry Sorrent
Number: (443) 498-3941

Duties - Included but not limited to driving heavy machinery, along with all sport cars, sedans, trucks, vans, SUVs, and trailers in a safe and defensive manner. I parked vehicles in the proper sector and according to the specifications of U.P. As assistant manager my duties varied from task to task, I would load and unload vehicles off of train carts other tasks include chocking and breaking the chock away from the vehicle's, opening and closing train doors carrying 60 pounds or more on a daily basis along with doing bay audits on the vehicles, ordering and sending vehicles through the U.P. operating system, I did inventory on shipments, and trained the new hires.

Technical Support Specialist II

Apple IBM - Boulder, CO -

2014-06 - 2016-01

Location: 6300 Diagonal Hwy, Boulder, CO 80301

Manager Name: Brooke Lopez
Number: (720) 518-6172

Duties – Mac plus and iOS certified tech 2, iOS devices include iPhones, iPads, iPods, and Apple Watch. Assisted customers with restoring backups from iTunes and iCloud. Reset iTunes, iCloud, and keychain passwords. Troubleshoot and repaired devices to make sure they were working efficiently. Provided support to Apple applications, provided minimal support for third-party applications. The Mac Plus certification allowed me to troubleshoot all Apple computers. Troubleshoot and fixed Macs if the operating system was behaving abnormal restored computers from Time Machine backups within the computer or on external hard drives. Help reset computer passwords or iCloud keychain passwords.

Technical Support Specialist

State Street IBM - Boulder, CO -

2013-12 - 2014-06

Location: 6300 Diagonal Hwy, Boulder, CO 80301

Manager Name: Bill Williams
Number: (303) 485-5821

Duties – Provided support to our customers and clients that used the banking application State Street. Uninstalled and installed programs to support the banking application. Reset passwords, remotely connected to printers and computers via IP addresses. Transferred files for brokers and bankers to individuals or groups.

Sales Representative

Mattress and Appliances Center - Thornton, CO -

2013-05 - 2013-11

Location: 481 W. 84th Ave, Thornton, CO 80260

Manager Name: Rich Gray
Number: (720) 583-2147

Duties – I sold household appliances. I delivered and picked up household appliances, I did internal & external mechanical repairs to household appliances along with thoroughly cleaning them.

Technical Support Representative I

TurboTax IBM - Boulder, CO -

2013-01 - 2013-04

Location: 6300 Diagonal Hwy, Boulder, CO 80301

Manager Name: Blake Huge
Number: (720) 537-6824

Duties – Took inbound calls, solved technical issues related to the TurboTax product only on Mac computers. Provide and granted exceptions of refunds when necessary. Provided some basic information to customers regarding tax forms.

Crew Member

Wendy's Fast - Westminster, CO -

2012-04 - 2012-12

Location: 4860 W. 120th Ave, Westminster, CO 80020

Manager Name: Sandra B.
Number: (303) 410-9403

Duties - General duties included running the front & drive-thru cash register, making/placing orders. Cleaning the dining room, kitchen, restrooms, washing dishes. Ran the deep fryer and the grill on occasions.

EDUCATION

Associate's degree in Cisco networking and software security

Westwood College - Westminster, CO

2013-08 - 2015-06

High School Diploma in General studies

Front Range Academy - Broomfield, CO

2009-08 - 2012-05

SKILLS

APQP, customer service, electrical wiring., Excel, Microsoft Office, PowerPoint, Word, Apple iMac software

ADDITIONAL INFORMATION

Proficient with Microsoft Office, Word, Excel, PowerPoint. Tech savvy with iMacs & Window PCs, skilled troubleshooting with iMac OS X systems from 8 - 10.11 El Capitan. Adequate troubleshooting with Windows Vista - Windows 10. More than four years of customer service experience and sale's, averaging about three years of mechanical skills working on household appliances and electrical wiring. Excellent verbal, written, and mathematical abilities.