

ROBERT VAZQUEZ

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Professional Summary

Dedicated and detail-oriented IT support professional with over 5 years of combined experience in technical support, document control, and customer systems management. Proven ability to troubleshoot software and hardware issues, optimize workflows, and provide outstanding end-user support. Skilled in CRM systems, electronic records, and help desk operations with a focus on accuracy, communication, and efficiency. Seeking an entry-level IT or technical support position to apply technical knowledge and customer service expertise in a fast-paced environment.

Willing to relocate: Anywhere

Work Experience

Software Support Specialist

TECOBI | Greenwood Village, CO

May 2023 to Present

- Manage and respond to customer inquiries in real-time using TECOBI's text-based CRM platform.
- Guide potential customers by addressing questions, resolving objections, and scheduling dealership appointments.
- Accurately create, update, and manage appointments within the TECOBI scheduling system.
- Represent automotive dealerships with professionalism through written communication.
- Utilize Gmail, Google Drive, and ADP to organize workflow and manage daily tasks.
- Collaborate with dealership teams to improve customer engagement and streamline communication processes.

Document Control Specialist

Bakersfield Renewable Fuels | Bakersfield, CA

July 2021 to March 2023

- Collect and register all technical documents such as drawings and blueprints in the company's system.
- Review and update documents for maintenance and quality control.
- Ensuring the secure destruction and disposal of sensitive documents.
- Assisting employees with accessing documents through our document management system.
- Ensure documents are shared at key times to facilitate timely project completion.
- Sorting, storing, and retrieving electronic and hard copy documents on behalf of clients.
- Create and edit workflows for end users to view.
- Conduct regular reviews and document audits.

Help Desk Technician II/Electronic Health Records Specialist

Kern County Behavioral Health and Recovery Services | Bakersfield, CA

October 2017 to June 2021

- Generate and proofs reports and summaries to ensure accuracy and quality of completed jobs.
- Troubleshoot practice management (billing, scheduling, claims, and clinical health record) application issues.
- Provide hardware support to end users on desktop and mobile devices including repairs/configuration of defective peripherals.
- Prepare and create documentation of information systems procedures and distribute material to users.
- Responsibility for problem solving, assessing processes and issues, and collaborating with clinical staff and physicians to develop solutions resulting in efficient and functional workflows for end users of our software application.
- Develop training plan for new full time and part time clinic staff and support during upgrades.

Education

Computer Science (Bachelor's degree)

Cal State University of Bakersfield | Bakersfield, CA

May 2010 to August 2014

Diploma

2006

Upper secondary education

Bachelor of Science

Bachelor's degree

Associate's degree

High school diploma or GED

Skills

Quality inspection Order processing Local agency collaboration Microsoft Teams Computer operation Patrolling Conflict management Loading Greeting customers Customer support ticket management Phone communication Phone answering Website maintenance AI tools proficiency Guest reservation booking Assembly Driving Gift card handling Microsoft Excel Microsoft Office Client interaction via phone calls Customer service Project timeline management Appointment scheduling Operations management Event space planning Animal care Online retail experience Professionalism Warehouse experience Content creation First aid Microsoft Outlook Calendar Computer skills Equipment repair Website management Managing customer accounts Safety regulations Attention to detail Office management Adobe Photoshop Organizational skills Electrical schematics reading Medication charting Client inquiry handling E-commerce fulfillment operations Sales Handling customer inquiries Upselling QAD ERP Training & development Office experience Automotive service record keeping Clerical experience Time management Guest services Stocking Healthcare administration Med spa experience Interviewing Quality standards in production Clean workspace maintenance Project management methodology Research HubSpot CRM Order fulfillment Security E-commerce Data entry AI Customer communication Event sales Record keeping Hotel and accommodations guest

check-in Microsoft Dynamics 365 Google Docs Account management Managing clients in a business operations role Productivity software Google Workspace Manufacturing Quality check sheets Hotel and accommodations guest inquiries Problem-solving HIPAA Client relationship development Filing Front desk Phone etiquette Interpersonal skills Microsoft PowerPoint Microsoft Word Office record organization Lead generation Hotel and accommodations guest check-out Multitasking Shipping & receiving Program management Medical receptionist Customer relationship building Accounts receivable Event coordination Surveillance Heavy equipment operation Software troubleshooting Sales support Student recruitment Client onboarding Packing Administrative experience File organization Databases Google Sheets Maintaining an organized workspace Order entry Workplace health and safety regulatory compliance Ranch experience Customer support Employee relationship building Order picking Adult education Customer returns handling Live chat Technical Proficiency Credit card payment processing Invoice data entry Balancing cash drawers Client relationship management Guest relations Report writing Microsoft Outlook Financial report writing Teamwork

Languages

English

Certifications and Licenses

Driver's License

Guard Card

Additional Information

Authorized to work in the US for any employer