

Brian Herrera

<https://www.linkedin.com/in/brian-herrera303/>

Professional Summary

First-rate customer service specialist with 10 years of experience offering outstanding support to clients of various levels. Passionate for resolving technology issues, as it accelerated my growth in I.T. and Network Support. My established reputation as a hard-working professional and expert when working with customers to identify and deploy solutions. Eager to pursue my professional goals to progress in the field of IT and further develop my technical skills and knowledge set.

Technical Skills

IT Support | Networking Support | Troubleshooting | Problem Solving | Data Entry | Documentation

Soft Skills

Customer Service | Bilingual (Spanish) | Dependable | Fast Learner | Teamwork | Communication

Academic History

CompTIA A+ and CompTIA Network+ Certified, ActivateIT Powered by Per Scholas, Denver, CO **2020**
Information Technology Training, ActivateIT Powered by Per Scholas, Denver, CO **2020**

Work Experience

Massage Therapist, Chiropractic Assistant, X-ray Tech, Synergy Health Partner **2018- Present**

- Spoke with clients regarding health history, expectations, services, and procedures for over 90% customer satisfaction.
- Trained 35+ Employees on Amazon Web Services.
- Provided IT support for clinic, assisting in basic troubleshooting issues such as printing, software, and peripherals.
- Helped configured electronic medical record software once new imagining equipment was installed to ensure state medical regulations.
- Maintained clients' treatment records and designed long-term care programs for return customers.
- Booked appointments, answered phones, greeted clients.
- Provided translation services to Spanish-speaking clients to ensure all clients were satisfied.
- Provided safe, effective, and appropriate massage therapy techniques with professionalism and enthusiastic attitude to maintain 90% customer satisfaction rates.

Project Administrator, Siemens

2016-2017

- Organized and optimized daily operations of 10 crew members with consistent on-time delivery.
- Troubleshoot or explain new building technologies (IOT devices) in a new deployment of an interconnected community development.
- Digitally archived weekly progress and technical knowledge base of all assigned projects.
- Maintained rapport with company partnership such as Google, Rachio and Z-wave to ensure customer satisfaction.
- Assisted in day-to-day task such as: Logistics, Data entry, Customer Service.
- Conducted critical pre-installation conferences with general contractors, subcontractors, consultants, and manufacturer's representatives.
- Identified and implemented strategic plans based on accurate readings of specifications and solid collaboration with project leadership.