

# Christopher Rodriguez Duran

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*Greensboro, US-NC, 27410, US | +13367094127*

Experienced IT professional seeking a Field Service Technician I or Help Desk role. Skills include help desk support, technical troubleshooting, field service, hardware/software diagnosis and resolution, networking, customer service, system configuration, and enhancing IT efficiency. Currently pursuing CompTIA A+ certification.

## Education

**Western Guilford High School**

Dec 2021

High School Diploma

## Work Experience

**Shift Supervisor**

Jan 2023 - Dec 2023

*CVS Health | Alabama City*

- Trained new employees and managed inventory levels.
- Built client relationships, increasing customer loyalty.
- Conducted performance evaluations and feedback sessions.

**Retail Sales Associate**

Jan 2022 - Oct 2022

*Spectrum | Greensboro*

- Delivered exceptional customer service and product guidance.
- Maintained inventory accuracy and trained new sales associates.

**Lead Computer Repair Technician**

Feb 2021 - Jul 2021

*Lenovo | Whitsett*

- Diagnosed and repaired HP, Dell, and Lenovo devices.
- Ordered parts for warranty & out-of-warranty repairs.
- Provided training on hardware troubleshooting.
- Configured network settings and optimized system performance.

## Languages

**English** (*bilingual proficiency*), **Spanish** (*bilingual proficiency*)

## Core Skills

File Management, Email Management, Calendar Management, computer hardware, microsoft office products, leadership, Problem Solving, Attention to Detail, Analytical Skill, Written Communication, organizational skills, communication skills, knowledge base

## **Certificates**

CompTIA A+ (In Progress)

Forklift Certification

Valid Driver's License