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Fernando Nolasco

An emerging IT professional who is looking to begin a successful career as an IT support technician where I can grow and learn. Strengths in customer service and inventory management.

SKILLS

- Fixing Phones
- Tech Support
- I go above and beyond when helping out my team
- Not afraid of challenges
- Speak Spanish fluently

EXPERIENCE

Asurion – *Floating Retail Specialist – Sales, Repair & Tech*

AUGUST 2023 – AUGUST 2024

- Fixing iPhones & Samsung phones
- Customer support through chat
- Troubleshooting problems customers are facing at home and in store
- Selling a service while helping customers through chat
- Using Teams, VPN's, calibration softwares, etc.
- Covering ATT stores in the DMV wherever and whenever I was needed

Robert Half, Enoch Pratt Free Library – *Mobile Device Support Analyst*

APRIL 2023 – JULY 2023 (Contracted Job)

- Preserved & inspected computers and hotspots
- Fulfilling orders placed on chromebooks/hotspots
- Managing inventory on devices
- Have to be very detail-oriented and trustworthy
- Strong time management capability

Whole Foods Market, Mt. Washington – *Customer Service Associate*

MAY 2019 – SEPTEMBER 2023, JANUARY 2025 – PRESENT

- Performing inventory walks and reported needed items to ensure ordering and correct accounts
- Communicating in-person and via phone with customers related to questions and ordering needs

- Perform printing and wrapping of inventory to get ready for placement on the sales floor
- Ability to work on several tasks at once while still helping others and meeting my deadlines
- Team player, able to work with minimal supervision

EDUCATION

Franklin High School, Reisterstown – *High School Diploma*

SEPTEMBER 2015 – JUNE 2019

Community College of Baltimore County, Owings Mills – *Cyber Security Credits*

JANUARY 2021 – APRIL 2021

Western Governors University – *Cyber Security BA, In Progress*

JANUARY 2026 – JANUARY 2028

CERTIFICATIONS

Coursera – *Cybersecurity for Everyone*

OCTOBER 2022

Coursera – *Google IT Support Certificate*

JUNE 2025