

Ambrocio Chairez, Jr.

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Objective

To obtain a Customer Service Sales position within the international department that will enable me to utilize my skills and experiences.

Summary or Qualifications

- Highly organized, possess excellent customer service skills.
- Experienced with trouble shooting, problem solving, and analytical computer skills.
- Self-motivated, responsible individual who is always open to new learning experiences.
- Fluent in both English and Spanish.

Knowledge include:

- Windows XP Systems
- PowerPoint
- Microsoft Access
- Visual Basic
- Lotus Notes
- Transearch
- Online Microfiche
- Admin 2
- MMS
- Citrix
- Proxy
- Unix
- AS400

Education

Bachelors of Science
Graduated in May of 2001
Bryant and Stratton College

Milwaukee, WI

Main courses:

- Systems operation
- Spread Sheet
- Online Micro Fiche
- Visual Basic
- Web Page and Design
- Oral Communication
- Programming 1 and 2
- Lotus Notes
- Business Communications

Employment History

2005- Current NewTek Merchant Solutions, Inc
Customer Service Representative

- Inbound Call Center
- Over the phone troubleshooting for P.O.S devices
- Programming and file building for credit card terminals

2003-2005 Save A Lot Foods
Assistant Manager

- Proper store operations
- Maintain employees schedules and time sheets
- Inventory

2000-2003 Virtual Care Provider
Systems Analyst

- Over the phone maintenance of PC and printers
- Internal and External software support

1999-2000 E-Funds
Help Desk Representative

- College Internship
- Trouble shooting P.O.S devices, printers and pin pads
- Maintaining customer relations
- Develop rapport with Spanish speaking customers

References

Excellent references available on request.