

Alejandro Muniz

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OBJECTIVE – I'm a self-motivated individual seeking a customer support position using my communication and troubleshooting skills in a quality-driven environment.

TECHNICAL SKILLS

- Computer Skills: Hardware and Software Troubleshooting, Mobile Devices, Windows, Mac OS, Linux
- Computer Languages proficient in: HTML, CSS, JavaScript, PHP, SQL, Python
- Computer Software: Microsoft 365, Google Docs, Google Sheets, Mac Numbers, Mac Pages
- Computer Certifications: CompTia A+

PROFESSIONAL WORK HISTORY

Ascend Wellness Holdings, Scranton, PA

Security Agent

Manager: Kasi Tryonas

May 2023 – Present

23 Hours

Salary: \$37,000

- Authorizing entrance of patients and vendors.
- Providing assistance to patients in need and providing excellent customer service.
- Maintaining internal and perimeter security, and monitoring surveillance cameras.

MTA Staten Island Railway, Staten Island, NY

Locomotive Engineer

Supervisor: Joseph Villano

May 2008 – Feb 2022

40 Hours

Salary: \$85,000

- Communicated with conductors and the traffic control center personnel via radio phones to issue and receive information concerning stops, delays, or incoming trains.
- Inspected trains for operational readiness by making Federal Transportation Administration (FTA) and company required inspection and performing tests.
- Applied knowledge of territory, grades, curves, and grade crossings, in order to give prescribed warning signals and otherwise operate trains in a safe manner.

Lowe's Home Improvement; Staten Island, NY

Customer Service Associate

Supervisor: Kerry Ramsumair

May 2003 – May 2008

40 Hours

Salary: \$28,800

- Provided customer service and product knowledge to customers.
- Operated forklifts to load and unload merchandise from trucks.
- Assisted managers in daily work tasks, paperwork, and store goals.

EDUCATION

Concord High School 1996