Roman Cereceres

◎ Gilbert, Arizona, United States ✉ roman@romanhc.com ▢ 6025006028 in linkedin.com/in/romancereceres

☁ romancereceres.com

SUMMARY

I graduated from Arizona State University having majored in Exercise and Wellness in the winter of 2014. I transitioned to a focus in technology when I was introduced to Godaddy. On my off time I enjoy building and tinkering with computers and staying up with he latest advancements in tech, recently even launching a small scale IT Consultation firm for Small businesses, and Personal Users.

EXPERIENCE

IT Specialist Hardware
PioneerRX   **March 2022 - Present, Remote, AZ**

· Provided Help Desk-based IT phone support to end-users focusing on Independent Pharmacies, including Desktop troubleshooting, server support, Robot communication and customer service.
· Used deep compassion and listening skills for the best customer experience.
· Became a trusted resource through high-level problem-solving skills. Solved customer issues with 95% First Call resolution and consistently performed in the top of the department.
· PioneerRX services over 6000 pharmacies around the country and I would interact with around 32 different locations on any given day.
· Performed routine and maintenance checks on our servers deployed at the pharmacies to ensure they will be reliable focusing on hardware issues and software issues with exposure to SSMS and PowerShell.

Freelance Information Technology Consultant
Self Employed   **February 2021 - Present, Gilbert, AZ**

· Consulted home users and small businesses with technology appropriate to their objective, project management practices applicable to their business, and provided them with technical service and affordable tools necessary for everyday functions.
· Installed Windows and Linux OS, migrated data, and setup a secure network and printing services for home users.
· Backed up and migrated user data, replaced computers, peripherals and printers, provided technical support for MS Office, and Windows 10, Windows 11 migrations and upgraded components if needed .
· Built new desktop computers and installed Windows XP, 7, 8, 10 and Ubuntu OS for home users.
· Built computers for power users that have high compute workloads to get through their workdays. Machine Learning, Ai work, and CryptoMining.

Office 365 Specialist
Godaddy   **December 2014 - January 2021, Gilbert, AZ**

· Deployed thousands of organization on the Office 365 environment on a variety of different levels dependent on needs including HIPPA compliant email servers.
· Remoting into users computers to diagnose and troubleshoot issues related with Office 365 and helping properly configure smart devices to connect with Office 365.
· Managing Office 365 Users, and displaying best practices of use for the services bundled with the Office 365 Suite.
· Totaling in over $2,000,000 in revenue sold for GoDaddy and on a month to month constantly achieved Top 10 percentile in Customer Service and Sales in my department.
· Finding effective solutions to help customers expand their business online and be more competitive in their respective markets.
· Reliably creating domains, configuring their DNS to link up with their new or current Web Hosting accounts, and properly troubleshooting and fixing any issues that might arise from deployment of these products on a day to day basis.

Urban Warfit Crossfit   **May 2012 – August 2018, Scottsdale, AZ**

· Instruct participants in maintaining exertion levels to maximize benefits from exercise routines.
· Offer alternatives during classes to accommodate different levels of fitness.
· Evaluate individuals' abilities, needs, and physical conditions, and develop suitable training programs to meet any
  special requirements.
· Provide students with information and resources regarding nutrition, weight control, and lifestyle issues.
· Administer emergency first aid, wrap injuries, treat minor chronic disabilities, or refer injured persons to physicians.
· Manage time while directing classes of 20+ to successfully and safely perform instructed movements and be ready for the
  next class.

EDUCATION

Bachelors of Science in Exercise Sciences

Arizona State University · Tempe, AZ · 2014 · 3.4

SKILLS

Technical Skills: Hosting, DNS, Domain Registration, Ssl Certificate, Encryption, Firewall, Anti Malware, Office 365, Azure experience, Server, Windows, Vmware, deployment, reconfiguration, Windows OS, Linux OS, Mac OS,Imaging, Machine Building, ReConfiguration, SSMS, Powershell