

Andres Gomez

510 N Walker St Plant City, FL 33563
afgomez@mail.usf.edu
(813) 526-6759



<https://www.linkedin.com/in/andresgomez0>

OBJECTIVE

To obtain an internship that allows me to develop my skills and obtain experience in Mechanical engineering.

EDUCATION

Bachelor of Science in Mechanical Engineering

University of South Florida

GPA: 3.98

Tampa, FL

Expected: December 2017

Professional Experience

- iOS Technical Advisor, **Apple - Kelly Connect** Plant City, FL May 2015- August 2015
 - Handled 30 to 40 calls per day with diverse technical issues on Apple devices.
 - Trained on and used excellent phone support skills to minimize handle time while maintaining high customer satisfaction.
 - Developed skills to troubleshoot and resolve iOS device technical issues over the phone using available resources.
 - Maintained a customer satisfaction in excess of 98%.
- Computer Technician, **Sirius PC**, Plant City, FL February 2011- August 2012
 - Supported clients with computer or network issues.
 - Completed sales meeting client requirements for the project at hand.
 - Met and exceeded quarterly sales goals.
- Manager/ Computer Tech, **PC Main Source**, Plant City, FL May 2009 – January 2011
 - Refurbished and tested laptops to customer satisfaction.
 - Deployed POS and remote printing systems.
 - Maintained proper inventories of both equipment and parts using Excel.
 - Managed the parts budget in order to maintain workflow.
- Sales Assistant, **SEER Recycling**, Tampa, FL January 2007- May 2009
 - Generated sales both in person and by using eBay or mailing lists.
 - Tested and sorted electronic equipment according to condition and value.
 - Insured quality control of final product and completeness of outgoing shipments.

Academic Affiliations

- SHPE Society of Professional Engineers 2015-2016
- HCC Hope Scholars 2012-2014
- HCC Phi Theta Kappa honor society 2012-2014

Honors and Awards

- Sant' Yago Education Foundation Latino Scholarship 2015
- HCC Hope Scholarship 2012

Skills

- Microsoft office suite- Solidworks Certified Associate- Matlab
- Bilingual: English – Spanish