

Adolfo Resendiz Bonilla

Technical Support

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RESUME SUMMARY

I am a very hard worker, even if it is not in my comfort zone, I will always be looking for the greater good for companies and coworkers. I am happy to help whenever I can and it's in my knowledge. I really enjoy learning from other people, cultures and how they improve themselves with tools and technology involved in each job.

I look forward to find a job that allows me to grow and impact the company and people involved in with my skills and knowledge.

WORK EXPERIENCE

WORLDS FINEST SHOWS, Simcoe, Ontario. 05/2022 – 10/2022

Job Title: Amusement Park attendant.

EASTREES, Kepno, Poland. 09/2020 – 11/2020

Job Title: Furniture line production builder.

WORLDS FINEST SHOWS, Simcoe, Ontario. 05/2019 – 10/2019

Job Title: Amusement Park attendant.

Appie Ebook & Ecommerce, Cuernavaca, México. 01/2017 – Present

Job Title: IT Freelancer.

LAT BC, Jiutepec, México. 01/2019 – 03/2019

Job Title: National Technical Support.

VIGONIX INC, Cuernavaca, México. 10/2016 – 02/2018

Job Title: International Technical Support.

SEMARNAT CONAGUA, Cuernavaca, México. 05/2008 – 09/2016

Job Title: Regional Technical Support.

Teachers National School, Cuernavaca, México. 01/2006 – 10/2006

Job Title: Cleaning and security.

Blockbuster Video Center, Cuernavaca, México. 05/2005 – 09/2007

Job Title: Regional Technical Support.

Villa Bejar Hotel, Cuernavaca, México. 04/2001– 12/2005

Job Title: Towel man and lifeguard in the swimming pool.

EDUCATION

Cornerstone International Community College of Canada,
Vancouver BC. 05/2023 – 06/2024

Diploma – International Business Management

UTEZ, Emiliano Zapata, México.

**Higher Technician Diploma – Information Technology and
Communications.** 2005 - 2008

SKILLS

TECHNICAL SUPPORT.

- Windows configurations.
- Apple basic configurations.
- Office suite intermediate.
- Video and image editing software.
- Remote support.
- Web support.
- Hosting and backup support.
- Process automation.
- Call and chat support.

BUSINESS SUPPORT.

- Inventory.
- Automatization.
- Project management.
- Invoicing.
- Electronical tools.
- Sales
- Prospecting.
- Closing.

CUSTOMER SERVICES.

- General inquiries.
- Problem solving or scaling tickets.
- Follow ups.
- Book taxis, appointments, etc.

DIGITAL MARKETING.

- Web.
- Landing pages.
- Process automation.
- Social media.
- Chat bot creation.
- Social Media Campaigns.
- Sales funnel creation and automation.

EBOOK PUBLISHING.

- Interior design.
- Cover design.
- Create the launch materials.
- Preset times and places to present the book.
- eBook publishing worldwide.
- Customer video training.

ADDITIONAL SECTIONS

International Book Fair Guadalajara.

UA de G, Guadalajara, México.

2021 - 2023

Book and author host.

English course.

UNAM, México.

2016 - 2017

Completion certificate.

Professional staff in Campus Party México

México Government, Guadalajara, México.

2011 - 2015

Technical support engineering.

Pan-American Games Organization.

Panam Sports Guadalajara, México.

2011 - 2011

VIP Staff attendant.