



Dean Alfonso

Advanced Repair Agent

Work Experience

Advanced Repair Agent

Best Buy - Margate, FL

February 2019 to Present

- Monitor tool and part inventories and the condition and maintenance of shops to ensure adequate working conditions.
- Develop, implement, or evaluate maintenance policies and procedures.
- Examine objects, systems, or facilities and analyze information to determine needed installations, services, or repairs.
- Inspect, test, and measure completed work, using devices such as hand tools or gauges to verify conformance to standards or repair requirements.
- Requisition materials and supplies, such as tools, equipment, or replacement parts.
- Compute estimates and actual costs of factors such as materials, labor, or outside contractors

Travel agent

Grand Travel - Pompano Beach, FL

April 2018 to January 2019

listening skills

- Collect payment for transportation and accommodations from customer. Exceptional telesales skills
- Converse with customer to determine destination, mode of Adept in complaint resolutions
transportation, travel dates, financial considerations, and accommodations required. Proficient in Microsoft Office Suite
- Compute cost of travel and accommodations, using calculator, computer, carrier tariff books, and hotel rate books, or quote package tour costs. Excellent Time management skills

- Plan, describe, arrange, and sell itinerary tour packages and promotional
- Provide customer with brochures and publications containing travel

information, such as local customs, points of interest, or foreign country regulations. Ability to communicate technical information in plain language

Troubleshoot 95% of hardware/software issues within 30 minutes

Travel Agent

YN Travel

May 2016 to March 2018

- Collect payment for transportation and accommodations from customer.
- Converse with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.
- Compute cost of travel and accommodations, using calculator, computer, carrier tariff books, and hotel rate books, or quote package tour costs.
- Plan, describe, arrange, and sell itinerary tour packages and promotional travel incentives offered by various travel carriers.
- Provide customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations.

Lead Cashier

Spring Chicken - Sunrise, FL

March 2015 to February 2016

- Accept payment from customers, and make change as necessary.
- Request and record customer orders, and compute bills using cash registers, multi-counting machines, or pencil and paper.
- Clean and organize eating, , and kitchen areas.
- Notify kitchen personnel of shortages or special orders.
- Communicate with customers regarding orders, comments, and complaints.
- Prepare daily food items, and cook simple foods and beverages, such as sandwiches, salads, soups, pizza, or coffee using proper safety precautions and sanitary measures.

- Relay food orders to cooks.
- Prepare and serve cold drinks, or frozen milk drinks or desserts, using drink-dispensing, milkshake, or frozen custard machines.
- Perform personnel activities such as supervising and training employees.
- Provide caterers with assistance in food preparation or service.
- Serve food and beverages to guests at banquets or other social functions.

Lead Cashier

BurgerFi, Lauderdale By The Sea, FL
November 2013 to March 2015

- Maintain sanitation, health, and safety standards in work areas.
- Clean food preparation areas, cooking surfaces, and utensils.
- Prepare and serve beverages such as coffee and fountain drinks.
- Serve orders to customers at windows, counters, or tables.
- Clean, stock, and restock workstations and display cases.
- Take food and drink orders and receive payment from customers.
- Measure ingredients required for specific food items being prepared.
- Read food order slips or receive verbal instructions as to food required by patron, and prepare and cook food according to instructions.

Assistant Manager

22nd Century Computers - Dania Beach, FL
July 2010 to November 2012

- Monitor tool and part inventories and the condition and maintenance of shops to ensure adequate working conditions.
- Develop, implement, or evaluate maintenance policies and procedures.
- Examine objects, systems, or facilities and analyze information to determine needed installations, services, or repairs.
- Inspect, test, and measure completed work, using devices such as hand tools or gauges to verify conformance to standards or repair requirements.
- Requisition materials and supplies, such as tools, equipment, or replacement parts.

- Compute estimates and actual costs of factors such as materials, labor, or outside contractors.

Education

High School Diploma

McFatter Technical High School - Davie, FL

Skills

- Apple
- iPhone
- Tech Support
- Troubleshooting
- Help Desk
- Call Center
- Customer Service
- Android
- Mac OS
- iOS
- Microsoft Windows
- Operating Systems
- Network Support
- LAN
- Computer Networking
- Active Directory
- DNS
- IT support
- Microsoft Excel
- Software troubleshooting
- Technical support
- Microsoft Word
- Microsoft Powerpoint
- IT

Certifications and Licenses

iOS-19a ACiT 2019

April 2019 to Present

SVC-19a Service Fundamentals

April 2019 to Present

Driver's license

Assessments

Customer Focus & Orientation — Highly Proficient

April 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Technical Support — Highly Proficient

January 2020

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

Basic Computer Skills: PC — Expert

April 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

Verbal Communication — Highly Proficient

April 2020

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Call Center Customer Service — Highly Proficient

April 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

April 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Proficient in Windows, OSX, iOS and Android Operating systems. Made "MVP" 3 separate times in my current role, and helped build business through positive customer reviews.