

Edgar Robles

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SUMMARY

Enthusiastic web development student with substantial customer service experience. Adept at working collaboratively with diverse groups and individuals. Actively pursuing roles to further develop professional and technical skills.

EDUCATION

Milwaukee Area Technical College | Associate in Applied Science

Expected Dec. 2024

Program: Web and Digital Media Design

Ronald Reagan IB High School | High School Diploma

Graduated: 2018

EXPERIENCE

Academy of Excellence | Milwaukee, WI

IT Technician | August, 2023 - Present

- Provided technical support for three campuses across Milwaukee area.
- Utilized a ticketing system to track technical issues while maintaining timely resolutions.
- Administered staff and student accounts using Google Admin, Jamf School, and Apple School Manager.
- Conducted training sessions for staff and parents to create an efficient learning environment.
- Managed inventory of IT equipment ensuring cost-effective solutions to school's needs.

Apple | Wauwatosa, WI

Technical Specialist | July, 2022 - August, 2023

- Technical support for issues with Apple hardware and software.
- Answered product questions and maintained up-to-date knowledge of protection plans and promotions.
- Identified customer needs using open-ended questions to recommend complete solutions.
- Extended services to further develop professional relationship with Apple.

Landmark Credit Union | West Milwaukee, WI

Bilingual Teller (Spanish) | February, 2022 – July, 2022

- Processed daily member transactions, including deposits, withdrawals, or payments.
- Assisted members with opening and closing accounts.
- Helped member with account questions or concerns.
- Promoted and upsold bank products and services to members.