

Dennis Marrero

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<http://dmarrero.dev/>

EDUCATION

Hillsborough Community College - A.S. Information Technology - Web Development *Grad. Date: May 2020*

Current Cumulative GPA: 3.56

Relevant coursework: Web Authoring HTML/CSS/JS, MySQL, Data Management, Active Directory, Dreamweaver, Networking, UNIX, Ethical/Legal issues, Operating Systems, Internet Technologies, Computer & Peripheral Hardware.

WORK EXPERIENCE

Joann Fabrics and Crafts - Supervisor

October 2016 - November 2018

- Overall supervisory duties during shift hours, providing quality customer assurance, and work closely with other Store Management to identify key tasks and assist in delegating them to Team Members.
 - Technical advisor for store electronics such as handhelds, printers, POS computers, and office computers.
 - Provide administrative support in as acting Manager on Duty involving new team member training, balancing cash tills, ensuring store recovery, curating store reports for record keeping and emailing to necessary management, finalizing online order pickups, and final store closure.
 - Familiarity with POG and zoning system for accurate product placement as well as bi-weekly ad set.
 - Proactively engage with customers throughout their shop to ensure utmost satisfaction in providing necessary product knowledge to drive sales and increase retainment for future visits.
 - Process regular transactions, assist with the creation of special orders, and fulfill “buy-online-pickup-in-store” orders as well as store-to-store transfers in compliance with company money handling procedure.
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RELEVANT SKILLS

- Proficient in Windows, macOS based computers, iOS/Android devices, and NCR/Zebra POS systems.
 - Well-versed in Microsoft Office Suite software, G Suite, and inventory database systems.
 - Academic and Personal experience writing HTML5, CSS3, Javascript, and with various frontend frameworks such as Bootstrap, Materialize, & Foundation.
 - Experience in assembling and configuring desktop PCs, as well as troubleshooting necessary issues within such devices.
 - Excellent work ethic and time management skills.
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CERTIFICATIONS

- CompTIA A+ 1001 - *May 2019*
- Certified Microsoft Office Specialist – Word, Excel, Outlook, & PowerPoint. - *September 2015*
- Certified Adobe Associate – Flash & Photoshop CS6. - *July 2015*