

Fabio Alfaro

Summary

Highly driven educated professional with 8+ continuous years of various workforce experience. From picking apples and cherries, to fast food, customer service, retail, and technical leadership roles in one of the largest companies in the world. Skills include interpersonal, technical, analytical, and problem solving. Able to apply a wide range of diverse experiences and work environments; to improve the work experience for clients, employees, and administration.

Education

Columbia Basin College | Pasco, WA:

Bachelor of Applied Science in Cyber Security: 2017 - 2019

Associate in Applied Science in Cyber Security: 2013 - 2017

Royal High School | Royal City, WA:

General Education – Graduate year of 2013

Experience

Data Center Operations Tech - 05/2018 to 08/2020

Amazon Web Services, Boardman, Hermiston, and Umatilla, OR

- Oversaw and trained new incoming hires in their respective roles as Data Techs.
- Set forth and recommended trainee's daily tasks.
- Contributed in meetings by recommending improvements or alternative approaches to current or outdated procedures.
- Participated in innovating solutions and site-level projects; in multiple data centers within the eastern Oregon area.
- Provided detailed documentation of critical and non-critical events.
- Responded to critical events affecting hundreds of customers.
- Followed the established escalation path encase of rare events.
- Handled and ensured the destruction of sensitive customer information.
- Diagnosed servers, console management switches, fiber optic lines, and individual hardware components.
- Upheld and abided by Amazon's leadership principles.

Contact

+1 (509) 851-3894

fabio@fabioalfaro.com

fabioalfaro.com

[linkedin.com/in/fabioalfaro/](https://www.linkedin.com/in/fabioalfaro/)

Traits / Characteristic

- Effective communication
- Organization
- Delegation
- Reliable
- Attention to detail
- Respectful & professional
- Flexible & adaptable
- Open-mindedness
- Self-learner and starter
- Knowledge seeker
- Goal determined and persistent
- Above & beyond technical competency
- Strong analytical abilities
- Team worker/player and independent worker

Certifications

- CompTia Security+
- TestOut Security Pro



Digital software & games (CSA)- 01/2016 to 05/2018

Amazon, Kennewick, WA

- Contributed in team meetings with suggestions and recommendations for articulating instructions to customers.
- Responsible for filing tickets for known and unknown issues, regarding customer accounts, orders, and items.
- Used remote software to assist customers with downloading and the installation of digital goods.
- Guided customers via phone through complex troubleshooting procedures.
- Resolved technical issues on electronic devices such as, Windows and Mac computers, tablets, phones, and mobile applications.
- Helped coordinate and explain the logistics of delivery items to customers.
- Communicated with stakeholders via phone, chat, and email.
- Followed the escalation path for distressed interactions.
- Delivered a timely, accurate, and professional customer service experience.

Business Analyst | IT [Part-Time]- 05/2018 to 01/2019

Triple S Excavating, Kennewick, WA

- Created, modified, and updated the schedule for construction workers and deadlines for subcontractors' projects.
- Contacted and created locates tickets to inform other subcontractors' and utility companies of scheduled excavation projects.
- Integrated TSheets into all worker's company mobile phones & QuickBooks.
- Installed and maintained company workstations.
- Diagnosed and fixed any issues in relation to email, computers, website, and security system.
- Assisted company owner in the installation of cabinet design software and training.
- Ordered the needed electronic device components to keep existing devices operating.

Overnight Stocker (Seasonal)- 09/2015 to 12/2015

Walmart, Kennewick, WA

- Cleaned, organized, and removed product displays.
- Assisted customers in finding products.
- Worked freight in different locations throughout the store as well as provided a safe, clean shopping experience for customers.
- Unloaded trucks and moved inventory from the backroom to the main store aisles.
- Sorted products in the backroom and on shelves.

Lumber Sales Associate - 01/2015 to 09/2015

The Home Depot, Richland, WA

- Helped improve the efficiency of the lumber department by completing daily tasks and staying available to help other departments.
- Operated forklifts, order pickers, reach trucks, and electric pallet jacks; to assist customers and deliver orders.
- Stocked merchandise and assisted customers in finding products.
- Answered customer's question in relation to their projects and DIY ideas.
- Advised customers of the best materials and procedures to implement on projects.

Cashier (Seasonal) - 10/2014 to 01/2015

Target, Richland, WA

- Responsible for all payment transactions and their accuracy at any given time.
- Operated the cash register to finalize or edit customer's transactions.
- Answered questions about products, services, and merchandise.
- Informed and signed up customers for Target's red card (credit card).
- Maintained a clean environment as well as friendly and positive demeanor.

Cook - 09/2013 to 10/2014

McDonalds, Pasco, WA

- Schedule equipment cleaning with managers, using information about daily menus to help coordinate cooking times and menu switching.
- Operate grills, griddles, deep-fat fryers, and other large-volume equipment.
- Prepared food per established instructions and procedures.
- Ensured that safety standards were maintained in the kitchen and sanitation across the work areas.
- Took orders from customers of their preferred foods and drinks.
- Stocked the working area with needed ingredients.

Prior to 2013 and while in high school; every summer I would work in apple, cherry, and vineyard orchards in Royal City, WA.