

LUIS A. GATICA

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HIGHLIGHTS:

- Well organized team player with comprehensive organizational skills, able to prioritize and meet deadlines
- Proficient in English, Spanish, and Portuguese
- Flexible, trustworthy, positive attitude and eager to learn new skills
- Demonstrated problem solving, verbal and written communication skills with attention to detail
- Experience working with Content Manager, Eshare, Mycase, eREP system, Uworks, Windows/Apple products, Microsoft Office, Adobe Premier, Avid, Davinci Resolve.

WORK EXPERIENCE:

Department of Workforce Services – State of Utah Salt Lake City, UT
 Employment Specialist / Eligibility Worker October 2002 - current

- Ensure compliance with applicable federal and state laws, regulations, and agency rules.
- Answer incoming issues via telephone and chat while reviewing clients cases.
- Was a software bilingual tester - eligibility Erep system while providing feedback and reports to Managers.

2002 Salt Lake Olympic Committee
 Salt Lake City, UT December 2001 – March 2002
 Event Specialist
 Olympic and Paralympic Games Specialist

- Assisted customers in Olympic venues while ensuring their safety.
- Operated security equipment such as x-ray scanner, customer screening wands, magnetometer/walk through metal detector, two-way radios.
- Provided information regarding points of interest and special events while giving excellent customer service.
- Drove vehicles with Olympic teams and delegations to their Olympic venues and areas of interest.

Gateway Computers Salt Lake City, UT
 Bilingual Tech Support/Sales July 2000 – December 2001

- Identified, and analyzed computer related issues, while utilizing communication and troubleshooting skills to resolve customer issues.
- Resolved problems in computer and software installation and functioning.
- Advised appropriate modifications, and upgrade of components, peripherals or software as needed.

Convergys (Microsoft Account) Salt Lake City, UT
 Customer Service Representative October 1999 – July 2000

- Provided worldwide customer service support via telephone and email to customers regarding Microsoft certification programs.
- Achieved recognition for outstanding customer satisfaction and was given employee of the month award.
- Got promoted to support the LATAM team of Microsoft Solution Provider/Certification programs in Portuguese and Spanish.

EDUCATION

BA degree in Fine Arts/Mass Media Communication University of Utah - 1999