

Philip Nieto Jr.

Watertown, SD

(605) 419-1301

philipanieto@gmail.com

Website: <https://www.philnietojr.com>

Tableau Public: <https://public.tableau.com/app/profile/philip.a.nieto.jr>

Skills

- SQL- strong mostly with MYSQL
- Excel- strong
- Oracle- working
- Problem solving and troubleshooting- strong
- Communicating in a group setting- strong
- Customer Service - strong
- Tech Support - working

Education

May 2022

Golden West College, Huntington Beach - AA- *Liberal Arts & Humanities*

Expected Dec 2022

Western Governors University, Salt Lake City - BS- *Data Management & Data Analytics*

Certificates

- CompTIA - Project+
- Google IT Professional
- CIW - Data Analytics
- ITIL 4 (in progress)
- CompTIA - A+(in progress)
- CompTIA - Network+(in progress)

Experience

Persona Signs, Watertown,SD - *Digital Printer/Thermoformer/Painter*

- Create Thermoforming programs
- Confirm order details and materials through Oracle client
- Input and Update Print log into Excel
- Troubleshoot Linux based proprietary printing software

Zappos.Com, Las Vegas,NV - *Cust. Service Rep.*

- Handle all incoming connections with customers(email/chat/calls/im)
- Communicate changes to CSR team
- Implement new processes in AWS
- Process JIRA tickets
- Train others to the chat communication channel

Cirque Du Soleil The Beatles "LOVE", Las Vegas, NV - *Carpenter*

- Write and Update Cue Tracks
- Communicate with all other departments
- Maintain Show schedule
- Escort VIP and Senior Company Management on Theater tours

Newport Beach Marriott, Newport Beach, CA - *Head Auditor*

- Process Night Audit
- Deliver reports to Accounting team in Excel
- Balance nightly books
- Backup and Reset of Unix servers
- Spearhead the transition to centralized accounting process