

Milton Quintero

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Education

California State University Long Beach

Aug 2018 - March 2021

- **Courses:** Engineering 101, Intro to Catia
- Fafsa Full Ride and **Assistant lead** for the Beach Launch Team Aerodynamics team

Math and Science College Preparatory

Aug 2014 - July 2018

- Stem Field Pathway
- ASB President
- Graduated with a 4.3 GPA

Skills

Technology: **Apple and Samsung** device diagnostics, Desktop Hardware repairs and upgrades, Certified for LA County voting booth repairs.

People: Empathetic interactions and able to Adapt by keeping a Calm Positive attitude towards Customers for them to know they are understood.

Professional Experience

Consulting Agent - Front of Precinct

Culver City, CA

Best Buy - The GeekSquad

Feb 2022 - Dec 2022

IT service and Support

- Led the team in memberships and **NPS scores** consistently increasing our customer volume
- I dealt with **Computer and Phone transfers** for clients along with assisted PC builds

Samsung Acting Lead

Los Angeles, CA

2020 Companies - Samsung Consultant

Nov 2022 - Mar 2023

Sales Representative

- I was in charge of managing sales and growth along with **Samsung support** for their phones
- 1st quarter I've **increased sales by 26.5 percent** in comparison to 2022 sales

UCLA Tech Assistant

Los Angeles, CA

KST Data - IT Technician

Mar 2023 - Present

IT service and Support

- I'm responsible for UCLA imaging and Repairs alongside NBC Universal's.
- Currently working towards my AAER Apple Certificate

Projects

Beach 1 launch

Assisted on research on how to form the nosecone of the B1 Rocket

LA County Elections

Certified Field Technician for the official voting booths

PC Building

Built 5 Custom PCs for a club within a one month period

Interests

Volleyball - Public Speaking - Sales - Learning - Software Development - Reading