ISAAC FIUZA

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Summary

SUMMARY

Configuration Specialist / Web Developer / Technical Support / Data Analyst

Educated with an A.S. in Computer Science. Certificate from the University of Utah - Full Stack Web Developer. Strengths in communication, problem

isolation, and solution, time management.

Experience

Configuration Specialist
InComm Payments

Jan 2022 - May 2023 (1 year 5 months)
● Follow documented configuration steps, use appropriate tools to implement high volume configurations routinely.
● Use problem solving skills, and the ability to recognize issues within InComm platforms and engage System Specialists for resolution
● Provide Level 3 Support to troubleshoot production problems and implement necessary configuration fixes
● Provide technical consulting to resolve configuration challenges of partners, processors and merchants during project implementations.
● Become a subject matter expert to business analysis and guide development teams on how to design and implement new solutions that can be easily configured.

LaunchIT · Splunk · ServiceNow · Gift Cards · Collaboration · Data Analysis - Logs: HTML-JavaScript-Java · Project Management · Microsoft SQL Server · Communication · Time Management

Product Support Analyst
InComm Payments

Jan 2021 - Jan 2022 (1 year 1 month)
responsible for supporting day-to-day business operations by providing second-level technical support.
● Troubleshooting / Tickets via ServiceNow
● Answer inbound telephone calls, e-mail enquiries from corporate clients, consumers and selling partners.
● Resolve inbound tickets assigned to the FLOS team. Resolve issues related to InComm Gifting & Financial card programs. (Gaming cards, phone cards, gift cards, pay as you go wireless products, health cards and financial products (gift & reloadable Visa, Amex, MasterCard). General functions include:
● Open/resolve/escalate/close tickets.
● Administrative tasks (partner account updates, provide activity reports).
● Troubleshoot store-based terminal issues. Diagnose connectivity issues.
● Troubleshoot point-of-sale-activation issues. Assist merchants when they have issues with

their POS terminals, Account updates, card orders, invoicing.
● Opening tickets to the appropriate technical teams when required. • Keep clients appraised on resolution progress.

Technical Support Specialist
Morgan Stanley
Jan 2020 - Dec 2020 (1 year)
Remote access issues
● Troubleshooting via ServiceNow: printers, apps, login issues and others.

Technical Support Specialist
BioFire Diagnostics, LLC
Jan 2019 - Dec 2019 (1 year)
Successfully Upgraded and continue to upgrade company's assets to Windows 10 to meet January deadline ● Follow provided documentation to provision new Windows 10 Computers ●Follow provided documentation to perform in place upgrades from Windows 7 to Windows 10 ● Utilize provided checklists
to ensure computer setup accuracy ● Troubleshooting of failed in place upgrades
Schedule and Dispatch - Customer Service and Tech Support 2017 – 2018
Dell EMC Salt Lake City, UT
● English, Spanish and Portuguese Customer Service ● Provided Excellent Support for Customers and Engineers of Dell EMC ● Escalations as Needed ●, Scheduling Technicians to Resolve Issues to end users

Finance Manager
Fiuza Motors LLC
Jan 2007 - Jan 2018 (11 years 1 month)
Smart purchased dealership inventory through online auctions that generated the company great profit
● Maintained inventory records with Microsoft Excel ● Extensive reporting/Data Entry Finance Manager
●
Maintained records for dealership inventory, car sales (averaging 60 sales per month), and customers with DealerTrack software

Education

University of Utah
Bootcamp Certificate, Full Stack Web Development
2018 - 2019
Bootcamp Certificate: University of Utah, Salt Lake City, UT
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Salt Lake Community College
Associate of Science, CS; Computer Science and Information Systems
2013-2015

Google (Coursera)
Data Analyst Course
Skills Learned: Sheets – BigQuery(SQL) - Tableau – R Programing Language
2023- 2024