

Raphael Henrique Losada Sandoval

321-945-2818|raphael.losada@gmail.com|RHLS.net

U.S. Citizen at Lake Mary, Florida

Education & Certificates

- Bachelor's in General Studies from University of Central Florida Expected 07/2026
- Associate of Arts, from Seminole State College Graduated 05/2022
- IT Client Specialist Certificate from Seminole State College Awarded 05/2021

Work History/Projects

Sales Consultant, Mullinax Ford of Kissimmee, Florida 03/2024 to Current

- Guided clients through the car-buying process using bilingual support, product knowledge, and clear communication to drive satisfaction and sales.
- Bilingual support - used daily with Spanish-speaking customers to explain pricing, inventory, and next steps in their preferred language, directly serving the Kissimmee Hispanic market.
- Technology onboarding - conducted at every delivery by walking clients through Ford Pass setup, connectivity packages, and security features on their new vehicle, ensuring they left fully confident and connected.
- CRM - used daily to document customer interactions, track communications, and manage follow-ups throughout the sales process.
- Google Sheets - used to track vehicle inventory, monitor sales metrics, and organize team communications, maintaining accurate records across daily operations.

Computer Repair Technician, Refresh Computers, Florida 02/2023 to 03/2024

- Repaired computers and devices for clients using technical troubleshooting, clear communication, and content development
- Content development - used to design and teach a computer literacy course for seniors from scratch, structuring complex technical information into simple, accessible lessons.
- Technical troubleshooting - applied to diagnose and repair desktops, laptops, and Apple devices across Windows and macOS, resolving issues thoroughly.
- Clear communication - used throughout every repair to explain technical steps in plain language to non-technical clients, keeping them informed throughout the process.
- Microsoft Office - used to document repair notes, manage client records, and communicate service updates throughout the intake of repairs.

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Technical Support Advisor, Transcom, Florida

08/2021 to 01/2023

- Resolved Apple support issues remotely for clients using remote support, quality assurance, and technical documentation.
- Remote support - used to troubleshoot hardware and software issues across macOS and iOS, resolving client problems without requiring an in-person visit.
- Quality assurance - maintained at an elite level to rank #2 out of 2,000+ agents for QA, handle time, and customer satisfaction under high volume and performance standards.
- Technical documentation - followed structured macOS support scripts to ensure consistent and accurate resolutions across every client interaction.

Resource Manager, Transform Home Improvements, Florida

07/2020 to 07/2021

- Managed real-time call operations and team coordination using website lead tracking, performance metrics, and Microsoft Teams.
- Website lead tracking - monitored incoming leads from websites, including Sears Home Improvements, ensuring every lead was contacted within 50 seconds by coordinating agent availability in real time.
- Performance metrics - tracked live dial times and lead response rates through the Cisco phone system to identify gaps and keep the team operating at full efficiency.
- Microsoft Teams - used daily to communicate with the call force, build team schedules, and coordinate role switches when inbound agents needed to shift to outbound live leads.

Portfolio Website & Web App Projects, Personal, Florida

08/2019 to Current

- Built and managed web projects using CMS management, HTML, and web publishing to develop hands-on digital skills.
- CMS management - used Wix to build and maintain a multi-page portfolio website, managing page layout, navigation structure, and content updates independently.
- Web publishing - deployed VoiceWrite, a live web application built with React, JavaScript, and CSS, managing the full process from development to deployment.
- HTML - applied when structuring web content and building front-end layouts to develop foundational knowledge.