



Marco Aguilar

ENTRY-LEVEL HELP DESK | ADMINISTRATIVE SUPPORT | CUSTOMER SUPPORT

Los Angeles, CA | English + Spanish | marcoaguilar084@protonmail.com
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CORE STRENGTHS

Customer support
Order questions, problem clarification, POS use, calm communication, and appropriate escalation.

Organized execution
Works quickly, keeps tasks visible, and follows procedures in busy environments.

Web and publishing
HTML, CSS, JavaScript, responsive layouts, domains, DNS basics, and Netlify deployment.

Workplace systems
POS terminals and scanner-based warehouse systems.

TECHNICAL COURSEWORK

Technical Support Fundamentals
- Coursera coursework/practice
Command Line Basics in Linux -
Coursera coursework/practice
CS50 Introduction to Computer Science - paused
CompTIA A+ - planned future study; not earned

EDUCATION

Animo Jackie Robinson High School
High school diploma, 2020
California State University, Fresno
Undergraduate coursework, 2020-2022

AVAILABILITY

Currently employed and open to entry-level opportunities in Los Angeles. Schedule and work arrangement are open to discussion. Written communication is preferred.

Updated July 2026

PROFESSIONAL SUMMARY

Bilingual customer-service and technology-minded professional with experience in restaurant and warehouse environments. Comfortable assisting customers, using POS and scanner-based systems, organizing tasks, and learning new technology. Hands-on project experience includes responsive websites, domain setup, publishing, and basic troubleshooting.

EXPERIENCE

Team Member - Chinollo

Carson, CA | October 2023-Present

- Assist customers with order questions and problems, including missing or incorrect items.
- Operate the cashier and POS system during daily service.
- Work quickly while communicating with coworkers to keep service moving.
- Helped two to three coworkers learn basic cashier and POS procedures.
- Ask managers for assistance when an issue requires approval or additional support.

Crew Member - Five Guys

Los Angeles, CA | May 2022-January 2023

- Provided customer service in a fast-moving restaurant environment.
- Communicated with customers and coworkers during busy periods.
- Helped maintain clean work and dining areas.

Seasonal Associate - Amazon

Vernon, CA | March 2021-November 2021

- Used scanners and warehouse systems to update inventory and production information.
- Followed established procedures for merchandise, devices, and workflow tasks.
- Supported daily operational goals in a warehouse environment.

SELECTED PROJECTS

Noted - Personal Product Project

Active development | [usenoted.app](#)

- Shape product direction and interface for a convention and assembly note-taking web app.
- Organize programs, sessions, notes, checklists, and local device storage into a calm workflow.
- Iterate on responsive design and features through real use and repeated testing.

Gilberto Diaz Gardening Services - Website

Completed business website project | 2025

- Designed and launched a responsive website for a local gardening service.
- Organized service information, estimate steps, calls to action, and mobile contact flows.
- Supported domain setup, publishing, and refinements.