

Raldenys Tolentino

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OBJECTIVE

IT-certified problem solver seeking an entry-level position in a collaborative and innovative organization. With experience in customer service and a passion for growth, my skills are a recipe for success. With fluency in Spanish and English, time management skills, legitimate certifications, and resourcefulness, my addition to any team is beneficial. As an aspiring project manager, being part of your team is the first step to my long-term career goals.

CERTIFICATES

- CompTIA ITF+ - Asana Certified Workflow Specialist
- CompTIA A+
- CyberSAFE
- Certified Associate in Project Management (CAPM)

EXPERIENCE

Computer Instructional Assistant- Danvers High School 2025-

- Provided entry-level technical support to students and teachers, resolving hardware and software issues on Chromebooks and other classroom technologies.
- Facilitated the integration of educational technology (EdTech) applications, including G-Suite for Education, to reinforce classroom instruction.
- Managed and maintained accurate records of technology equipment inventory.

Bartender- Premier Bar Service, Craft Table and Bar, Temazcal 2018-2020

- Anticipated customer needs, enhanced customer experience, and mediated disagreements.
- Communicated with customers and staff, clarified menu questions, and recommended daily specials.
- Managed timing on orders and adapted to a fast-changing environment.
- Managed money and sales, organized and recorded inventory.
- Computed and prioritized customer orders on the POS system.
- Handled opening and closing duties, assisted and collaborated with staff.

Box Office Cashier Showcase Cinema 2017-2018

- Greeted and assisted customers with purchasing items at the cinema, and promoted movie sales.
- Technical experience using a POS system.
- Trained new hires with customer service skills and POS systems.
- Reported customer disagreements to the manager for mediation and resolution.

EDUCATION

North Shore Community College, Danvers, MA - *Computer Information Systems* 2025-present

North Shore Community College, Danvers, MA - *MassSTEP IT Support Specialist* 2024-2025

SKILLS

- Problem Solver
- Creative
- Service Oriented
- Self Starter
- MS and G Suite proficient
- Bilingual
- Communicative
- Curious