

BENNETT GUBITOSI

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TECHNICAL SKILLS

- Salesforce
- Windows OS (7, 8, 10, Server 2012)
- Virtual Private Networks
- Network+ Certification / CompTia N10-007
- SAP
- Cisco IOS
- Switches and Routers
- Jira Software
- Hardware / Software Configuration
- SQL (2005, 2008, 2012, 2014, 2016)
- OSI Model
- Virtual machines
- TCP/IP
- MCP Certification
- Confluence database software
- IP Subnetting
- Hardware / Software installation
- Troubleshooting

PROFESSIONAL EXPERIENCE

GROCERY OUTLET BARGAIN MARKET, San Diego, CA

2019– 2019

Stock Clerk (*February 28, 2019 – May 23, 2019*)

Merchandised stock throughout store to promote proper aesthetics of new and current products for Grocery Outlet's Allied Gardens location.

- Supported senior stock clerks and management in creating space on aisle shelves and putting out new stock. Replenished stock on shelves as needed.
- Assisted customers in finding product locations and getting groceries to their cars as needed.
- General closing duties.

TEMP JOBS

SEPTEMBER 2018 – FEBRUARY 2019

TEKSYSTEMS (CAJON VALLEY SCHOOL DISTRICT), San Diego, CA

2018 – 2018

CDW Contractor (*temp job, September 14, 2018 – September 24, 2018, October 22, 2018 – December 14, 2018*)

Assisting in the setup of 2000+ Chromebooks and laptops for the Cajon Valley School District.

- Wired carts with power supplies to provide capabilities to charge Chromebooks and laptops at school sites.
- Checked Chromebooks and laptops for cracks before cleaning and removing profiles, assigning them to carts for various school locations.
- Broke down Chromebooks and laptops for needed soldering and replacement of cracked cases.
- Stored unassigned new and used Chromebooks and laptops, along with spare batteries, cases and chargers on warehouse shelves and in box containers.
- Performed count of warehouse inventory and recorded data on Excel spreadsheet.
- Disassembled old carts to be removed from school inventory database.

TEKSYSTEMS (BEST BUY), San Diego, CA

2018 – 2018

Holiday Health Check Technician (*temp job, September 25, 2018 – October 19, 2018*)

Successfully performed Holiday Health Check at 17 Best Buy locations to ensure readiness of peripherals and devices for the month of November and Black Friday store rush. Remained on premises to make sure all issues were fixed or reported to DOC (Deployment Operations Center).

TEKSYSTEMS (BEST BUY), San Diego, CA (Continued)

- Performed beacon installations in the 5 main store areas, took wide area and close up photos of each beacon device and uploaded them to DOCWeb. Other photos uploaded included servers located in server room and Zebra Printer power supplies (to help identify any defects).
- Checked all cables, signature pads and pin shields for computer registers and tested barcode scanners and printers for all registers and workstations throughout the store. Also checked MC40 handheld devices to ensure connection to wireless network.
- Troubleshoot and reconfigured MC40 handheld devices and barcode scanners using DOC documentation, reimaged register systems and other workstations collaborating with DOC technicians.
- Put in ticket requests in DOCWeb to have DOC technicians enter new tickets for device issues in store, updated existing tickets in DOCWeb to be closed by DOC technicians.
- Filled out scope checklist in all completed areas of store to be checked by manager on duty, signed off and approved by DOC Management to receive DOC exit code of completion.

TEMP JOB**OCTOBER 2017 – DECEMBER 2017****MODIS (KAISER PERMANENTE), San Diego, CA****2017 – 2017****Account Administrative Representative** (*temp job, October 2, 2017 – December 19, 2017*)

Trained to assist in the enrollment of 1 million+ Medicare members for annual enrollment period in six-week training program. Learned to handle PHI (Protected Health Information) effectively to comply with HIPAA regulations. Passed final stage 10-member enrollment audit to advance in opportunity to enroll members unsupervised.

- Researched in Foundations or Legacy / CM (Common Membership) core systems to verify member information in Northern California, Southern California or ROC regions (Georgia, Northwest, Colorado and Hawaii).
- Verified member entitlements in MARx (Medicare Advantage Prescription Drug) system to enter into Kaiser's MOSS (Medicare Operations Support System) program to validate the appropriate enrollment period for member. This is to decide either AEP (Annual Election Period), IEP (Initial Enrollment Period), ICEP (Initial Coverage Election Period), SEP (Special Election Period).
- Outbound calls to members, MRN services or LOB (Line of Business) when information needed more clarification on MRN numbers, group enrollments (group name and group to enroll member) and verifying PHI with member.
- Created memos and sent to LOB when missing group and sub group information could not be verified in Foundations, or Legacy / CM systems, or by outbound call to LOB for processing. Also entered member and group information in SharePoint RFI Tracking system.
- Identified PBP (Plan Benefit Package) changes and entered them on Excel spreadsheet as well as SharePoint RFI Tracking system.

EFI (ELECTRONICS FOR IMAGING), San Diego, CA**2015 – 2017****Technical Support Analyst**

Provided software phone support for a large digital imaging corporation's corrugated sector. Clientele of 300+ sites in corrugated arena in the United States and abroad. Resolved issues on Windows 2012 Server to complete CTI Server software installation, configuration and testing. Instilled customer confidence in using software and solved routine issues. Delivered training through phone support, onsite support, and technical documentation.

- Answered phones and identified various problems with CTI modules, entering new cases into Salesforce system, providing excellent customer service for EFI clients nationwide and around the world.
- Entered quotes in Salesforce based on client billable hours for onsite installations, remote installations, custom software enhancements and customized Crystal reports. Submitted to the office administrator for review and client delivery.
- Wrote Transact-SQL query statements, analyzing, updating, cleaning, and fixing data, aligning with software application issues and enhancing performance.

EFI (ELECTRONICS FOR IMAGING), San Diego, CA (Continued)

- Ran updated language scripts on customer SQL database, avoiding compatibility issues with current patch updates, launching scripts to prepare software version upgrades, and scripts to fix lineups out of sequence in CorrPlan application.
- Researched customer logs, Crystal reports, xml datasets, downloaded and restored main database, reproducing errors on CTI test applications, assisting in pinpointing bugs, writing Jira tasks for development, fixing software, and distributing latest software patch to client server.
- Developed problem and resolution documentation in Confluence database, increasing knowledge base amongst the CTI team.
- Assisted clients in software training and upgrades onsite on Automatic Plant Floor, installing CTI client software on clamtruck interfaces, providing client support throughout the plant, verifying smooth transition after installations.
- Worked new cases and troubleshoot client issues by remoting into servers or workstations through VPN software and remote desktops, investigating and resolving assigned software application.
- Setup test beds on virtual machines, launching software modules to search for errors on new application versions before performing server / client installations, ensuring integration through profile configurations.

NATIONAL STEEL AND SHIPBUILDING COMPANY (NASSCO), San Diego, CA**2004 – 2010****Rigging Planner**

2009 – 2010

Promoted through the ranks, supported and worked with rigging supervisors to execute projects.

- Took initiative retrieving vulnerable orders from warehouse, preventing lost materials and delays in production.
- Acted as liaison to Manufacturing and Engineering Departments, coordinating requisitions of materials, negotiating change order requests, and submitting budget plans to Labor Budgeting.

Planner / Scheduler

2006 – 2009

Developed opportunities with Pipe Shop supervisor and office manager to release accurate materials and prevent production of pipe spools from inaccurate schematic revisions.

- Led physical inventory of pipe in all storage areas, recouping scrap costs valued at nearly \$250K and raw pipe stocks worth \$250K+.
- Ensured needed materials were not conflicting with or committed by other packages in the material requirements plan, releasing materials, and entering and confirming proper delivery locations for production of pipe spools to be assembled on block stage of construction.
- Reviewed schematics for Assembly Shop (previously Pipe Shop) bill of material (BOM), requesting changes as needed, and documenting MPR's for lost or damaged materials.

Material Support Technician

2005 – 2006

Promoted to Outfitting Production Control department, provided accurate material to stage supervisors from BOM (Bill of Material), and made change requests through LED (Liaison Engineering design) to correct inaccuracies in MRP (Material Requirements Plan) system. Oversaw inventory control, ordered, distributed and stocked materials in Shipyard Kanban stations. Supervised and maintained stations daily. Managed 500k in materials in 6-month period.

- Traced lost materials, preventing reorders from warehouse and reducing depletion of company supply chain.

Data Entry Clerk

2004 – 2005

Supported data for the Pipe Shop of one of the largest ship yards in the country, a sector of General Dynamics. Ran Imposter tag program daily, updated dates for locations on completed spools and assemblies, and various projects for shop supervisor when needed. Oversaw equipment installation / maintenance.

- Implemented training for software applications, reducing departmental downtime and improving office operations.

EDUCATION / PROFESSIONAL DEVELOPMENT

Bachelor of Science (BS), Information Technology. University of Phoenix, San Diego, CA

Associate of Science (AS), Network Engineering Technology, Maric College, San Diego, CA

Studied Querying Microsoft SQL Server 2012 Training Kit

Excel Skills for Business: Essentials by Macquarie University on Coursera. Certificate earned Tuesday, April 9, 2019

Excel Skills for Business: Intermediate 1 by Macquarie University on Coursera – in progress

SAP Training through Michael Management Corporation (SAP Sales and Distribution)