

Ragen Nunez

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SKILLS SUMMARY

- Experienced in complex problem analysis using structured analytical techniques.
 - Skilled at public speaking and presenting to both large and small audiences.
 - Well versed in multiple software platforms, such as the Microsoft office suit, AutoCAD and ArcGIS.
 - Confident in managing projects and guiding teams towards provided company goals.
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PROFESSIONAL EXPERIENCE

United States Marine Corps Reserves, Camp Pendleton California (09/2014–Present)
Senior Intelligence Manager, 1st Civil Affairs Group

- Produce and disseminate intelligence products and briefs to Senior leadership, while managing a five to ten personnel team.
- Develop and use critical thinking, problem solving, and leadership skills to answer required industry demands.
- Utilize satellite imagery and data aggregation to develop dynamic solutions to problems faced by the organization.

San Diego State University, San Diego California (03/2021–Present)
Audio Visual Support Team Lead

- Solid ability to build manage and lead a team of A/V specialists.
- Strong knowledge of Mac and PC hardware and software operations.
- Supervise and coordinate the set-up and breakdown of all meeting room/function space for business meetings and catering events on campus.
- Consistently able to troubleshoot equipment problems and identify timely solutions.

Best Buy, San Diego California (10/2014–03/2021)
Customer Service Specialist, Front End

- Identified customers' needs and quickly execute required tasks to ensure satisfaction.
 - Answered customer issues and difficult situations in a timely manner; drawing on public speaking, decision making and adaptability skills to prioritize tasks and ensure customer satisfaction.
 - Offered direct technical support on a wide variety of customer issues such as computers, networking, audio visual, cellular devices, and cloud-based services.
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EDUCATION

San Diego State University, San Diego, California

- Bachelor of Science Degree in Civil Engineering
Expected graduation: Fall 2023