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SUMMARY: A computer technician for three years and sales specialist for eight months, I recently graduated from the Biotech Career Foundations program through Bioversity and the Massachusetts College of Pharmacy and Health Sciences. I am seeking to switch industries into an early-career scientific operations role in the life sciences industry and utilize my professional experience with shipping & receiving and sales, and my personal interests in IT, computers, and software.

BIOVERSITY: The Biotech Career Foundations certificate program, designed and taught in partnership with the Massachusetts College of Pharmacy and Health Sciences, provides a comprehensive curriculum including practical hands-on training to prepare people for early-career scientific operations roles. During the eight-week course, we received training in typical equipment and supplies found in a lab, EHS, inventory management, shipping and receiving, gas cylinder safety, and hazardous waste management. We also practiced professional behavior such as attendance and timeliness, professional communication skills, and cultivating interviewing skills.

WORK

EXPERIENCE:

Apple

Operation Specialist (March 2024 – Present)

- Load pallets and receive shipments from multiple suppliers; create overstock lists for relevant received products.
- Check the morning/night recall logs for correcting and logging received packaging, missing or occupied inventory use, shipped items, and trash runs with cleaning the space around us.
- Clean the store and associated facilities using the proper tools, including properly disposing of hazardous materials such as leaked materials or sharp objects.

Sales Specialist (November 2023 – March 2024)

- Ensured customers that their product is right for them and showing them the latest features and updates from researching new products.
- Provide every person that comes into the store with the best customer service possible to drive sales.
- Act as a subject matter expert for customers, and for my colleagues, to quickly solve customer issues.

Best Buy

Sales Representative (May 2023 – November 2023)

- Provided excellent customer care that resulted in a consistently high Net Promoter Score (NPS)
- Resolved customer issues.
- Provided customers with full transparency in achieving solutions.

EDUCATION:

Bioversity – Biotech Career Foundations, Certificate of Completion - May 2024

Everett High School, High School Diploma – May 2023

**SKILLS &
ABILITIES:**

Technical: Expertise in advanced computing systems, including Windows XP, 7, 10, 11, and Mac OS X. This strong foundation allows me to master new technologies and software quickly. As someone who has experience adapting to and navigating new technology, I am confident that I can support and enhance laboratory operations through innovative technical approaches.

Quick Learner: In my previous roles, I successfully adapted to changing schedules, responsibilities, and work environments. Whether it was changing shifts, learning a new role, or receiving new equipment, I still excelled and provided strong outcomes.

Responsible: I pride myself on being on-time to work, not missing days unless absolutely necessary, and maintaining ownership and responsibility for completing tasks given to me.

**AWARDS,
RECOGNITION,
ACTIVITIES:**

High-standing Net Promoter Score (NPS) score with no negative reviews in both my roles at BestBuy and Apple.

Boy Scouts: 1st grade – 10th grade

LANGUAGES:

Conversant in Spanish and Portuguese