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Romeo Montalvo

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Education

08/2011 – 05/2018

Bachelor of Science in Horticulture

Texas A&M University, College Station, Texas

01/2002 – 12/2003

Old Testament Biblical Historical Studies; Art

Oral Roberts University, Tulsa, Oklahoma

Work Experience

03/2014 – 07/2017

iBio CMO – Bryan, Texas

Job Title:

- Senior Agronomy Technician – Hydroponicist

Responsibilities:

- Assist with plant growth and related activities, in part, by creating specific nutrient solutions, monitoring and maintaining various components of the growth systems,
- Train swing lift operators and new agronomy employees, maintain a clean and safe work environment, record data

09/2011 – 12/2013

Texas A&M AgriLife Research – Ecosystem Science and Management – College Station, Texas

Job Title:

- Field and Lab Assistant

Responsibilities:

- Facilitate soil core sampling of field
- Extract biomass samples of vegetation
- Sample entomological presence on monoculture and intercropping plots
- Separate root mass from soil samples and weigh samples
- Fumigate soil samples to derive at level of microbial presence
- Assist in field harvests necessary for experiments

05/2011 – 03/2014

Texas A&M AgriLife Research – Vegetable and Fruit Improvement Center – College Station, Texas

Job Title:

- Field Assistant

Responsibilities:

- Assist in maintenance of various greenhouses by weeding, watering, and fertilizing
- Planting, transplanting, maintenance, harvesting, and post-harvest processing of numerous varieties of peppers, tomatoes, onions, and melons
- Carefully perform varietal crosses

08/2009 – 07/2010

Complete Tablet Solutions

Job Title:

- Mac Repair Technician

Responsibilities:

- Troubleshoot, diagnosed, and repaired Apple branded products, Motion Tablets, and PC laptops.
- Assisted in shipping, receiving and inventory management.
- Assembled and refurbished machines for resale.
- Customized products such as colored Macbook and Macbook Pro rear display logos and keyboard modifications.
- Modified Macbooks into Axiotron Macbook Tablets.

09/ 2008 – 04/2009

Apple Inc. – Austin, Texas

Job Title:

- AppleCare Product Specialist

Responsibilities:

- Provided a great customer service experience with a 91% customer satisfaction.
- Worked in a Team of 16, including manager; ranked number one in AppleCare worldwide after one month of training and went unchallenged through career there.
- Logged customer interaction while troubleshooting non-enterprise customer issues.
- Escalation point for customers to specific corporate departments such as Customer Relations, Legal, Public Relations, Enterprise and Engineering.

09/2007 – 08/2008

Kam Controls Inc. – Houston, Texas

Job Title:

- Applications Engineer
- Production Technician

Responsibilities:

- Assembled petroleum pipeline instruments, including soldering of circuit boards.
- Setup and calibrated instruments.
- Assisted in product development, including enhancements and design.
- Provided onsite technical support where instruments were installed.
- Provided training to customers on installation, use and maintenance of devices.
- Worked closely with marketing department to develop training tools, marketing materials, including photography and video.
- Researched the implementation of ISO9000 standards.
- Offered Mac and PC technical support to staff.

08/2006 – 08/2007

Sicardi Gallery – Houston, Texas

Job Title:

- Web Maintenance

- Trainer
- Onsite Technical Assistance

Responsibilities:

- Edited and updated photos, artists' portfolios, and other content for web placement and other media services including translation of portfolios from various languages.
- Assisted in catalogue pre-production.
- Trained employees to better utilize their Macintosh computers.
- Provided onsite troubleshooting and system optimization.

04/2004 – 08/2007

Apple Inc. – Houston, Texas

Job Title:

- Mac Genius
- Genius Admin
- Mac Specialist

Responsibilities:

- Provided technical support, onsite, for all Apple products; including software and hardware troubleshooting, and customer training.
- Repaired Apple hardware and software in a timely manner.
- Researched unknown or unexplained issues.
- Wrote data entry and managed repair cases; including prioritization of repairs, telephone and email contact with customers and various internal corporate divisions.
- Accepted and managed of all parts and part orders.
- Reviewed the integrity of all customer returns and refurbishing of products for resale.
- Maintained a safe, clean and organized work environment.

Abilities and Training

Language

- Spanish: fluently read, write, and speak

Certifications

- Apple Certified Help Desk Specialist
- Apple Certified Desktop Technician
- Apple Certified Portable Technician
- Raymond 9600 Swing-Reach Certified Trainer/Operator
- Boom & Scissor Lift Certified Operator
- First Aid CPR AED
- OSHA Proficient

Extra-Curricular

- Vermicomposter 2005-present
- Microscopy
- Photography
- Amateur mycology
- Entomology
- Amphibian Native Habitat Recreation
- Bicycling, Kung Fu, Skateboarding, Swimming, Hiking, Hunting, Camping, Ranching, and Water Sports
- Cooking

- Design/Illustration/Art
- Poetry/Prose/Creative Writing
- Dog obedience training and socialization
- Activist for a greener, healthier Earth