

LORENZO NARVAEZ JR.

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MeetLorenzo.com

Helping clients with technical project delivery and support with my experience as a Project Specialist, Client Service Representative, and Field Engineer with established history on delivering excellent customer service.

Areas of Expertise

Hardware/Software Support
HDQ/Field/Remote Experience

Security+/Network+/A+
CAPM/Project+/Lean Six Sigma (YB)

Managed Service Provider
Spare Parts Management

Key Accomplishments

- Initiate, develop, and present multi-million-dollar Global Print Program proposal and accepted.
- Developed training program with documentation for field engineers to support new global print program.
- Various customer service awards including the SABRE Group "Circle of Gold" President's Award.

PROFESSIONAL EXPERIENCE

Division Director, Toastmasters International, Texas

2025-Present

- Lead and support the Division through the support of the Area Directors.
- Ensure that each club achieves its mission and fulfills its responsibilities to its members.
- Coordinate Division activities, set goals, and assist in the training of Area Directors and club officers.
- Plan and Execute Division Speech Contests.

VP Education, Toastmasters International, Grand Prairie, TX

2024-Present

- Set meeting agendas and assign meeting roles.
- Manage schedules and plan meetings.
- Manage member progress in training programs.
- Helped to guide club to President's Distinguished Club status 2 years in a row.

Area Director, Toastmasters International, Irving, TX

2024- 2025

- Serve as the direct liaison between District and Area clubs in Irving, TX.
- Visit and evaluate assigned area clubs at least twice a year to assess club meetings and club quality using outlined standards.
- Submit assessment reports to district leaders on club evaluations.
- Plan and execute Area Speech Contests.
- Offer feedback and support so clubs can provide the best possible service for all members in a fun, nurturing, and rewarding environment.

VP Membership, Toastmasters International, Grand Prairie, TX

2024-2024

- Promoted club and managed the process of bringing in guests and transforming them into members, achieving a 31% membership increase over the previous year.
- Implemented new technology to enhance the online experience with added cameras, audio, and admin.
- Planned and organized activities to retain current membership and attract new members.
- Created customized new member orientations to build relationships on achieving their goals using club benefits, resources, support, and encouragement from fellow members.

Continuing Education

2020 - 2023

- Attained seven certifications in: Project Management, Security, Network, Hardware, and Microsoft.
- Completed IT and Business courses that include Project Management, Artificial Intelligence, IT Support, Public Speaking, Business Fundamentals, Data and Financial Analysis, Customer Service and Sales.
- Serving as Vice President of Membership (2024) in a local Toastmasters International Club.
- Sabbatical: full time in-home elder caregiver during pandemic (2020-2022).

Sr. Project Specialist, American Airlines, Fort Worth, TX

2016 – 2020

- Successfully spearheaded multi-million-dollar proposal for a Global Infrastructure Print Refresh Project and Print Support Program. Partnered with Program Manager in negotiating with service vendor.
- Technical Lead for Print/Copier environment refresh & consolidation of over 5800 print devices that included documentation and reports for techs, project managers, executives, and other key stakeholders.
- Produced training material and taught classes for domestic field techs (customized by region) on guidelines and on improved service processes in support of the new Print Support Program.
- Achieved goal to reduce print service requests with automation by 50% developing a new request form.

Client Service Representative, HPE, Fort Worth, TX

2013 - 2016

- Initial point of escalation on Desktop Workplace outages and created root cause analysis for mitigation.
- Connected with client business units to collect and define their IT business needs and requirements.
- Managed client Spare Parts, billing, budget, and delivered vendor service level agreement expectations.
- Discovered opportunities for improvement and presented recommendations to customers.

Sr. Field Engineer, HP, (formally EDS / SABRE Group - Merger), DFW Airport, TX

2000 – 2013

- Successfully delivered small and large IT projects at airports and airline maintenance facilities.
- Managed airline IT network at DFW airport of 6000+ devices that included servers, workstations, switches, printers, routers, and other networked nodes.
- Delivered installations, maintenance, asset management, problem-solving, and customer relations.
- Specialized in support of customized software/hardware that was not in standard support.

EDUCATION

Bachelor of Science Major: Computer Science | Minor: Physics
Texas A&M University-Commerce, Commerce, TX.

CERTIFICATIONS

Certified Associate in Project Management (CAPM)®, Lean Six Sigma (Yellow Belt), CompTIA Security+, CompTIA Network+, CompTIA Project+, CompTIA A+, Microsoft Certified: Azure Fundamentals, Microsoft 365 Certified: Fundamentals

SOFTWARE SKILLS

M365, Azure, Office (Word, Excel, PowerPoint, Visio, Outlook, OneDrive, Teams), Filmora9, ChatGPT, Adobe, Yoodli, Skype, Zoom, Webex, Cherwell, Hostinger, Jira and Confluence (fundamentals)

ORGANIZATIONS

Toastmasters International (World Renowned Grand Prairie Club# 6332 -V.P. Education, Division B Director)
Project Management Institute (Dallas Chapter - Member)