



JC

JOSE CONTRERAS

SUMMARY

Bilingual Network Support Engineer offering in-depth understanding of network infrastructure specially troubleshooting networks. Holding 3 years of experience as Network Support Engineer and have wide knowledge about design and implementation of network topology troubleshooting and enhancement activities.

EXPERIENCE

Technical Support Engineer | June 2015 – Present | Luxul Wireless Draper Utah

- Provide LAN and WAN Support.
 - Design and implement LAN and WAN Setup.
 - Upgrade Firmware as necessary to fix bugs.
 - Work closely with test engineers to document and resolve bugs.
 - Design and support Wireless environment.
- Protocols and Standards: LAN WAN WLAN TCP/IP NAT DNS IPv4 IPv6 VPN, L2TP, IPsec, VoIP, VLANs, Layer 3 Switching, QoS STP, RSTP,

Credit Adviser | April 2013 – May 2015 | Creditrepair.com

- Educated interested prospects about services offered by the company.
- Sold products by establishing and developing long-term relationships with prospects.
- Answered questions and concerns about company to ensure understanding.

Technical Support Agent | 2010 – February 2013 | Alorica

- Assisted customers in troubleshooting and programming electronic devices and software.
- Repairing and instructional use. TVs Blu-rays surround sound,
- Diagnosed and repaired personal computers, (Windows 7, Vista XP Mac OSX)
- Assisted users in Setting up home networks to ensured safety and efficiency.
- Tested and installed printers
- Configured access points.
- Helped configure remote access to security cameras.

EDUCATION

Highschool Diploma | 2010 Horizonte High SLC, Utah, 84101

PORTAFOLIO AND PROJECTS

REFERENCES AND TESTIMONIALS