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ALEXANDER  
— BARPAL

■ IT Support Technician

## SKILLS

- Software Trouble-shooting
- Hardware Trouble-shooting
- Help Desk Support
- Microsoft Application support
- AV and VOIP support
- Component level Computer Repair
- Soldering
- HTML
- UIPath based automation
- Computer Networking
- Computer Support
- Customer Service
- Object Oriented Programming
- Management of small groups

## EDUCATION

2020 - 2024

■ **BACHELOR OF COMPUTER ENGINEERING**  
CALIFORNIA STATE UNIVERSITY SACRAMENTO

2016 - 2020

■ **HIGHSCHOOL DIPLOMA**  
PLACER HIGH-SCHOOL

## EXPERIENCE

2020 - Present

### CALIFORNIA STATE UNIVERSITY SACRAMENTO

#### IT SUPPORT TECHNICIAN

Assisted callers in troubleshooting problems with class technology such as Projectors, Windows Desktop PCs, Professional Audio equipment, and Extron AV equipment.

Responsible for collaborating on large projects, including upgrading and databasing classroom technology, and Media transfers from one Video hosting website to another.

Created a system to help automate the process of Media transfers to help complete the process more quickly and with fewer user errors. This was done using UIPath and included a download and upload process both of which had a built in error handling and notification system.

Helped inventory recieved shipments including processing and databasing individual items and confirm correct count of recieved items.

2016 - 2019

### SACANIME

#### CUSTOMER SERVICE

Informed customers about billing procedures, processed payments and provided payment option setup assistance.

Delivered service and support to each customer, and escalated customer questions and concerns where necessary.

Cultivated relationships with customers and helped drive sales by delivering product knowledge.

De-escalated problematic customer concerns, maintaining calm, friendly demeanor

2012 - 2016

### PLACER HIGH-SCHOOL

#### IT SUPPORT

Assisted IT management in troubleshooting problems for both students and teachers.

Experience working with various online platforms such as Google Classroom, Office 365, and Google Suite.

Preformed component level repair of laptops and Desktop computers, as well as re-imaging repaired computers

## REFERENCES

### DEBORAH CURTIS

HEAD OF CUSTOMER SERVICE

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### ROBERT VANWINKLE

IT CONSULTANT EXPERT

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