

Alejandro Sandoval

Entry level IT support professional

Anaheim, CA 92806

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Seeking a full-time role in Information Technology. Recently completed the Google IT Support Professional Certificate — an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

Authorized to work in the US for any employer

Work Experience

Service Desk Technician

Driscoll's - Watsonville, CA

November 2022 to March 2023

- Installing and troubleshooting software to end users.
- Maintaining software and hardware installations
- Track equipment inventory, and suggest and assist with purchases
- Document all daily data communication transactions, issues and solutions or installations
- Communicate with ticket submitters effectively and on a regular basis
- Provide support for functionality testing and end users
- Service now is the ticketing system I worked with
- Support users in the use of smartphones and other IOS devices

IT Technician

PriorityWorkforce - California

October 2021 to August 2022

- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems, networks and printers.
- Support users in the use of smartphones and other IOS devices.
- Assisting staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- Troubleshooting hardware/software and network problems.
- Supporting the roll-out of new applications as well as testing within our environment.
- Setting up new users' accounts and profiles on AD and Office365
- Prioritizing and managing many open tickets at one time.
- Rapidly establishing a good working relationship with customers and clients.

Sales Rep

Hardin Honda

March 2019 to May 2020

Make appointments and follow up with previous customers.

- Meet weekly / monthly goals.

- Set up a presentation for the vehicle they are interested in.
- Keep customers satisfied and well informed of the product they are getting.
- Assist customers on the sales floor.
- Calls inbound and outbound.
- Worked with CRM Auto Alert and Dealer Build.
- Communicate via email, phone, or text with clients.

Porter

Caliber Collision, Anaheim

November 2017 to January 2019

Assists other departments when needed to ensure optimum service to guests.

- Practice teamwork at all times.
- Set a personal example for my co-workers through my attitude and performance.

Sales Supervisor

Fry's Electronics - Anaheim, CA

October 2014 to September 2017

Build computer systems.

- Train new sales staff.
- Monitor and oversee sales team performance and ensure sales goals are met.
- Provide Customer Service as well as resolve issues customers have.
- Assist with networking with Modems, Range Extenders, Routers, and Network Switches.
- Placed on top sales for 4 months straight.

Sales Representative

Education

High School Diploma

Savanna High School

July 2010 to June 2014

Skills

- To work in an entry-level position bringing the organization, dedication, responsibility, a good work ethic, and a desire to learn. #readytowork Willing To relocate anywhere
- Sales (5 years)
- Customer Satisfaction
- Customer Service
- Sales Management
- Market Research
- Customer Relationship Management (CRM) (4 years)
- Microsot Office (2 years)
- Communication
- Negotiation (4 years)

- Google Docs (1 year)
- Computer skills (3 years)
- Adobe Photoshop (1 year)
- HTML5 (Less than 1 year)
- CSS (Less than 1 year)
- Computer hardware (3 years)
- Linux (1 year)
- Software troubleshooting (1 year)
- Windows (1 year)
- Mac OS (1 year)
- Mobile devices
- Learning technology (3 years)
- Hand tools
- Operating systems
- IT support
- Computer literacy
- Desktop support
- Active Directory
- Help desk
- LAN

Languages

- Spanish - Fluent
- English - Fluent

Certifications and Licenses

Driver's License