

CHARLIE JAIME

Email: Charliejaimedev@gmail.com Phone: (323)-356-8334

Skills

Troubleshooting
Software Installation
Hardware Setup
Resolving Technical Errors
Upgrading Hardware/Software
Account Setup
Windows & Mac OS
HTML5/HTML
CSS(SASS/Bootstrap)
JavaScript (jQuery)
Git (GitHub)
Terminal Commands
Mobile Device Management
Remote Device Management
Version control System

Contact Info

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Phone:
(323)-356-8334

LinkedIn:
<http://www.linkedin.com/in/ccharliejaime>

Portfolio:
<http://charliejaime.github.io>

Objective

With years of experience in general labor, office settings, and the tech industry, I want to leverage my experience to fill the position in your company and continue to learn and expand my skill set.

Experience

LAUSD IT SUPPORT - SCHOOL BASED IT SUPPORT TECH

February 2024 – Current

- School based Techs are responsible for maintaining student/employee deployment of devices and workstations.
- Inventory must be kept updated with equipment check-outs, check-ins, missing/stolen devices
- Troubleshooting operating systems, applications, and hardware used in school; Windows, MacOS, iPadOS, Chromebooks, Printers/Drivers, Office 365, i-Ready, etc.
- Using MDM (Mobile Device Management) to install Profiles, Apps, Policies, security protocols, and updates.
- Setting up remote management for district tracking and network use access.
- Chromebook component repairs if possible.
- Prepped iPads, Chromebooks, MacBooks, or Desktops loaners for both student and staff that may need them in an emergency or while repairs are being completed.
- Submitting escalated IT Support tickets when issues can't be resolved in house.

LAUSD IT SUPPORT - ON-SITE IT SUPPORT TECH

November 2023- December 2023

- On-Site Techs are responsible for diagnosing and resolving IT issues, as well as providing general IT support to five (5) schools in the District's West Region.
- Receive and resolve incident and work order tickets; incident tickers are low tier IT Support issues, usually involving one or two devices (e.g. power issues, faulty keyboards, broken displays, etc.). Work orders usually involve service to multiple devices, entire computer labs, or an issue that may require more time due to access levels and/or permissions. Both involved a combination of hardware and software problem-solving.
- Transport devices from our tech centers to our schools once they were fixed or replaced.
- Made sure to complete daily site reports detailing what issues were found, fixed, pending, or completed in a timely manner. Site reports are submitted as soon as possible with accurate information.
- Support District-wide projects, including but not limited to, converting all district employees' devices to a new remote-control system, inventory check for thousands of salvaged devices, and covering District headquarters as needed.

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LAUSD DATA & ACCOUNTABILITY - SENIOR OFFICE TECH

December 2020-December 2022

- Provided team support in an IT capacity, including but not limited to troubleshooting network issues, digital timecard issues, installing/uninstalling software, repair/upgrade laptops/tower components, record equipment inventory, update HTML, CSS, JavaScript on district sites.
- Helped create, manage, and maintain SharePoint sites (CMS and VCS)
- Created documentation for multiple system processes to establish a knowledge base for the entire team.
- Collected and maintained high volume student statistics and budget information from both local districts and state that is crucial for funding, student aide, and other services.

FREELANCE - WEB DEVELOPER

January 2015-December 2018

- Undertook small website projects that varied in difficulty; dynamic resizing, revamping color schemes, compressed and optimized images and videos for faster loading, minified CSS and JavaScript, added SEO, updated Jekyll and Wordpress sites, and added Git to small site projects.

ATLANTIS HEALTH MGMT - ADMIN ASSISTANT

February 2010- December 2014

- Supplied IT support upgrading/repairing both PC/Laptop hardware. Along with troubleshooting software systems/applications such as: Medical software, Windows OS, Outlook, Mac OS, etc. I would also establish connection for printers, scanners, or new employees to our local network.
- Provided interpretation for Spanish speakers, patients referrals, appointments, billing info, instructions of upcoming procedures and general clinic information.
- Created compiled digital/physical folders to retrieve and organize patient info.