

Christian Gonzalez



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Summary

Hi there! I'm Christian Gonzalez, an IT Technician with a passion for making every company I work with better. I've got some serious skills when it comes to troubleshooting and problem-solving, and I love using my expertise to support and educate my colleagues. Whether I'm configuring software, optimizing workflows, or managing complex IT projects, I'm always eager to tackle new challenges and learn as much as I can. If you're looking for an IT pro who knows their stuff and loves what they do, then I'm your guy!

Experience



Information Technology Help Desk Administrator

Legacy.com

Jun 2022 - Present (11 months)

As an IT Admin at Legacy.com, I reinforce every aspect of the company as it relates to IT troubleshooting/problem-solving and support 300+ users including CEOs and Executives across Legacy and its sister companies, Adpay, Tukios, and iPublish. In addition, I configure and administer the majority of Legacy's user-facing software and environments, such as Office 365, AWS, Okta, Active Directory, Azure AD, Slack, Zoom, LastPass, Atlassian, and Kandji. I also help teams optimize their workflow and training with software and tech by collaborating with managers and team leads to educate their employees on best practices.

Some of my daily tasks and responsibilities are:

- Managing backup with Barracuda Devices.
- Basic command line/DNS troubleshooting.
- Software and compliance Audits.
- Configuration of the MDM Kandji.
- Configuring and administering AWS WorkSpaces and EC2 instances to support Legacy.com's user-facing software and environments.
- Configuration of Apple business manager.
- Ensuring every network joined machine is compliant with our Sophos anti-Virus.
- Collaborating with Accounting to ensure Tech invoices are approved and paid.
- Maintaining physical on-site servers and networking equipment.
- Administer Keyscan Aurora for access control and monitoring.

- In charge of the Onboarding processes and ensuring consistency across Legacy.com and our sister company AdPay.
- Creating documentation on fixes and workflow systems in Confluence.
- Administering Atlassian products Confluence, Jira.
- Working closely with CEOs, Executives, HR, managers, and employees.
- Maintaining and configuring Zoom meeting room devices and controllers.
- In charge of laptop reclaiming systems as well as proper e-waste destruction and documentation to comply with PCI standards.



Information Technology Desktop Support Tech

Northern Trust Corporation

Feb 2022 - Jun 2022 (5 months)

As a Contracted IT administrator for Northern, I am one of two Techs responsible for the deployment of laptops and desktops to new partners of the company all across North America. I work closely with managers, developers, and my team to ensure that each new partner has a seamlessly great IT experience when welcomed to the company and that any barriers they face are broken down and solved.

Responsibilities:

- Configure, image, install and troubleshoot laptops/mobile devices/tablets.
- Facilitating walk-up desk service and utilizing the ticketing platform Service Now.
- Assisting with account management and machine management through Microsoft Active Directory.
- Collaborating with other teams to assist in troubleshooting, identify root causes, and provide technical support when needed.
- Perform operating system (OS) and application installations/updates on networked computers.
- Troubleshooting and providing technical support to Managers and new partners via Remote Desktop and through Teams.
- Perform hands-on fixes, including installing and upgrading software, installing hardware, implementing file backups, and configuring applications and mobile devices.



Information Technology Technician

TankNetworks

Aug 2019 - Feb 2022 (2 years 7 months)

As an IT Projects professional with 2+ years of experience at TankNetworks, I have successfully managed the implementation of IT infrastructure for two 24-hour emergency rooms. I have experience in building server enclosures, installing and configuring operating systems, and ensuring proper functionality of patch panels, firewalls, and internet access. Additionally, I have expertise in setting

up workstations, including office phones and computer systems and working collaboratively with CT operators to ensure seamless connectivity and operations.

- Managed the implementation of IT infrastructure for two 24-hour emergency rooms, including building server enclosures and installing servers.
- Installed and configured the appropriate operating system, patch panel, firewall, and internet access to ensure smooth functioning.
- Set up workstations, including office phones and computer systems, to ensure efficient and effective operations.
- Collaborated with CT operators to ensure their stations were connected and working seamlessly.



Learning Trainer

Amazon

Oct 2018 - Dec 2020 (2 years 3 months)

As a dynamic Learning Trainer with two years of experience at Amazon, I have successfully led a team of over 50 trainers and onboarded hundreds of new associates. I possess a strong track record of cross-training between departments, identifying training needs, and developing effective training workshops and coaching tools for associates and department managers. My commitment to maintaining employee safety and compliance has resulted in 100% certification rates for all employees. I am a proactive problem-solver with a focus on driving performance and delivering results.

Experience:

- Led a team of over 50 trainers, onboarded hundreds of new associates, and issued trainers to new associates to ensure proper training in their respective work paths.
- Ensured all 3000+ employees were safety certified and up-to-date with current training.
- Cross-trained between all departments within the Warehouse to enhance employee productivity and versatility.
- Identified training needs and developed training workshops and coaching tools for associates and department managers.
- Resolved day-to-day issues of departments assigned to me.

Training Associate, Amazon

- Trained over 100+ associates in different direct process paths.
- Responsible for training new hires and performing retrains.
- Helped transfers catch up to speed with their new department.
- Part of a training team sent to Oklahoma City to help train new associates at Amazon Warehouse OKC1.

Education



Lone Star College

Associate of Arts - AA, Computer Science

Jun 2019 - Mar 2021

Skills

Technical Documentation • Support Documentation • Customer Support • Customer Interaction •
Customer Experience • Communication • Networking • Backup & Recovery Systems • Management •
Information Technology