

Jacob Navarrete

Information Technology



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201 w ash ave Fullerton, CA, 92832

EDUCATION

NAPA VALLEY SCHOOL DISTRICT

Napa, CA

High School Diploma (Jun 2016)

ADDITIONAL SKILLS

JavaScript

Bootstrap

SASS

Html5

UX

CERTIFICATIONS

Medical Billing Certification

CAREER OBJECTIVE

Results-oriented professional with 3+ years of experience and a proven knowledge of IT/IS. Aiming to leverage my skills to successfully fill the Information Technology role at your company.

EXPERIENCE

TECHNICAL SUPPORT ENGINEER

Monoprice, Brea, CA / Nov 2019 - May 2020

- Maintained accurate inventory information for both hardware and software products.
- Provided feedback to product managers, sales and engineering about product improvements.
- Identified, documented and found solutions for customer issues and product problems.
- Provided positive customer experience with each customer interaction.
- Provided step-by-step technical help, both written and verbal.
- Diagnosed and resolved product performance problems.
- Documented technical knowledge in form of notes and manuals.
- Documented and followed up on service and repair requests from start to finish.
- Diagnosed, troubleshooted and resolved application technical issues.

I.T SPECIALIST

Regional Center Of Orange County, Santa Ana, CA / May 2016 - Jan 2019

- Diagnosed and resolved hardware and software issues and requests.
- Functioned effectively in rapidly changed, high-pressure environments.
- Provided desktop and server support via email, phone and in person.
- Supported team members by answering questions and addressing concerns.
- Troubleshooted hardware, software and PC operating system issues.
- Updated open Help Desk tickets daily keeping customers informed of progress.
- Created and maintained User Accounts and Security Group provisioning in Active Directory environment.
- Provided direct technical assistance to customers via phone, email and remote sessions.
- Diagnosed, troubleshooted and resolved application technical issues.