

Joseph Sahagun

Area/Dept-Manager

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*PROFESSIONAL PROFILE

Self starter with ability to lead a team or work independently. General and technical trainer. All employment history gaps are filled with the many roles I have fulfilled while working for the family business. I show up excited and ready to motivate my team. A manager with a positive attitude is the catalyst for progress and efficiency. The daily challenges of this type enrich both my career and my passion for helping people.

* EXPERIENCE

Oct 2019 - Dec
2019 - Contract
position

Minted

Customer Service Specialist

- CRM Support Specialist responsible for providing Tier 1 IT & Product support for customer's, vendors, and cross functional teams
- Worked with graphic designers, product producers, and customers to help resolve customer/product and or internal company issues
- Consistently met SLA timelines while adhering to all policies and procedures
- Constant creative detailed engagement in designing and implementing the software solutions to meet the needs of clients, customers, and vendors in a high volume/high pressure environment
- Worked with Salesforce, Slack, Google, Monet, Internal Operations app software, Company back office software, Microsoft Word, Power Point, Outlook, Excel

August 2018 - Dec
2018

1+1 Technology

Network Cabling Technician

- Installation, configuration, relocation, and troubleshooting of networking equipment and services, at specified client locations
- Educated clients on existing and new technologies being installed
- Diagram and document all aspects of installations
- Installation and configuration of server racks, switches, patch panels, keystone jacks, ethernet/coaxial cabling, various a/v equipment

Feb 2011 - Nov
2017

Upholstery Pro's

Owner/Operator

- Commercial/Residential/Auto upholstery and window tinting services business
- Managed all aspects of business open/close, customer acquisition/service, social media presence and all marketing campaigns
- Built/managed IT infrastructure for the business including pc, laptop, printer, and other peripheral installation/configuration/relocation
- Managing this business gave me the opportunity to study and grow a trainer/manager and enhanced my sales & communication skills

June 1999 - Oct
2002

International Fibercom

Lead Telephony Technician / AT&T Contractor

- Planed, installed and configured telephony and digital cable t.v. systems/services at commercial/residential locations
- I trained all technicians on telephony; business/installation, best practices, and policies/procedures to increase efficiency and productivity combined by 37% in a years time
- A focused attention to detail helped me to dynamically lead a team of 5 technicians to become the most proficient and highest producing team for 6 mo's straight

Jan 1997 - June
1999

Prince Telecommunications

Lead Cable Installation Technician / AT&T contractor

- Trained employees&customers, planned, installed, and configured AT&T digital cable services at commercial & residential locations
- Managed a team of 4 great technicians
- Managed all aspects of team company vehicles; necessary job site materials/parts, tool stocking/maintenance, clean vehicle upkeep
- Complete interior/exterior re-wiring and trouble shooting with digital meter reading equipment
- Planned/supervised/followed schematic drawings for large apartment complex installations

* EDUCATION

2013-2015

ITT Technical Institute

Associate Degree of Science / Network Systems & Administration

2003-2004

Laney College

Network Cabling Specialist

- In depth Network cabling class for residential/commercial network cabling.
- Educated on various network cabling types, variations, practices and standards
- This one professor changed my life through the passion and enthusiasm he had for his craft

2018- present

CBT Nuggets online training

Targeted live scenario training

- Simulated live lab training taught by experienced industry professionals
- I've gained experience with Office 365, Windows Server 2016, adding/removing DNS Server rolls.
- Active Directory, Active Directory Domain Controllers, Linux basics, Powershell basics, ISE, Wireshark packet capture software
- CompTIA A+(proficient), Network+(intermediate) and Security + (intermediate) topics

* SKILLS

- Project management, Delegation, employee on-boarding/ off-boarding
- SAAS, Microsoft Office 365, Salesforce CRM software, Zendesk ticketing system, Google Admin, JAMF device management, Apple MDM software, Company back office and knowledge base software, Microsoft Word, Power Point, Outlook, Excel, Active Directory, Windows Server 2016
- Process, Policy, & Procedure creation, implementation, and modification

* VOLUNTEERING

Feb 2002 - Aug
2008

Oakland Police Department C-Care Program

C-CARE- Community Clergy & Recovery Effort

- Twice a month, for 6 years; in an unmarked police vehicle, two uniformed officers, myself and another volunteer would patrol the high crime areas of Oakland CA.
- A life changing volunteering commitment where I got to offer counseling, mentor-ship, and resource services to at risk youth, victims of prostitution, and the homeless community

2013-2015

ITT Technical Institute

Technology & Collaboration Enrichment

- I volunteered to take a position as the ITT Technology Club Facilitator and Activities Director
- I organized and lead other students to pursue and eventually create team projects and attend technology related events after school hours
- This commitment strengthened my skill and value of collaboration, fostered my ability to lead/manage teams of people, and enhanced my passion for technology

Jan-2019-Jan-2023

CompTIA A+

CompTIA

- Install configure and maintain devices, PCs and software for end users in a small business to enterprise setting
- Understand the basics of networking and security IT forensics
- Properly and safely diagnose, resolve and document common hardware/software issues and apply trouble shooting skills
- Provide appropriate customer/desktop support
- Understand virtualization,desktop imaging,and deployment technologies