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SALVADOR CHAVEZ

HELP DESK SPECIALIST

Portland, OR 97227

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(541)221-7198

Seeking a help desk position where exceptional trouble shooting skills and extensive experience in help desk specialist is needed for installation, modification, and repair of computer hardware and software.

#readytowork

Authorized to work in the US for any employer

WORK EXPERIENCE

Web Designer/Developer

Cyber Gagtez - Remote
June 2018 to Present

I Manage and develop websites and sell them. interfaith.com is my latest project.

Operations Specialist

SE Works - Portland, OR
December 2019 to March 2020

Responsible for Resolving and improving all computer network systems recovering over $10,000 of companies loaner equipment. I maintained 300 computers and 120 void phones as well as the void hardware and software installation system.

HELP DESK SPECIALIST

TK1 TECHNOLIGIES - Bakersfield, CA
2014 to 2019

Installation, modification, and repair of computer hardware and software for over 300 customers. With 100% satisfaction and success rate which included pc laptop mac and iPhone as well as iPads.

HELP DESK SPECIALIST

APPLEONE
January 2014 to June 2016

Responsible for upgrading installing Microsoft OS of all hardware and software for Jaco oil clients in Kern county region. Also responsible for documenting new hardware equipment for easy tracking.

EDUCATION

Network Administration in Cyber Security

Cerro Coso Community College - Bakersfield, CA

June 2018 to September 2018

High school or equivalent

SKILLS

- **Help desk**
- **Tech Support**
- **Helpdesk Support**
- **Desktop Support**
- **Active Directory**
- **MAC**
- **VPN**
- **Comptia**
- **Service Desk**
- **DNS**
- **Microsoft Windows**
- **TCP**
- **Microsoft Windows Server**
- **TCP/IP**
- **DHCP**
- **LAN**
- **Operating Systems**
- **Computer Networking**
- **Linux**
- **WAN**
- **Network Protocols**
- **IT Support**
- **Technical Support**
- **AutoCAD**
- **VoIP**
- **Computer Hardware**
- **Computer Hardware**
- **Load Balancing**
- **Network Monitoring**
- **VoIP**
- **Network Administration**
- **PowerShell**
- **Remote Access Software**
- **IT Experience**
- **Software Troubleshooting**
- **Troubleshooting**
- **System Administration**

- **Customer Service**
- **Microsoft Office**
- **SQL**
- **Network Support**

LINKS

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http://greaterfaithyakima.com

CERTIFICATIONS AND LICENSES

CompTIA A+

June 2014 to June 2017

CompTIA Network+

Currently studying to pas exam within 30 days

ASSESSMENTS

Technical Support — Highly Proficient

May 2020

Performing software, hardware, and network operations.
Full results: Highly Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

ADDITIONAL INFORMATION

SKILLS & ABILITIES
- 10+years' experience maintaining the daily performance of computer systems.
- Ability of running programs or checks to resolve a problem encountered by customers.
- Excellent troubleshooting skills to achieve company goals
- Help desk specialist with expertise in the installation of computer peripherals for users
- Proactive and self-motivated individual help run diagnostics to determine malfunctions that reoccur
- in depth knowledge of the computer system to train new users
- Ability to work independently and bring a maximum performance without supervision.

• Experience in Network Protocols, Networking, DNS, Microsoft Windows Server, Customer Service, TCP/IP, TCP, Microsoft Office, DHCP.