

# Abdiel Vasquez

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## Summary

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Proficient IT support technician with 2+ years of setting up and maintaining stations, supporting process improvements to computer systems and software. Well-versed knowledge of up-to-date business practices. Self-motivated approach to monitoring and resolving troublesome IT issues. Highly motivated learner and technology fanatic.

## Experience

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### **Global Financial Inc | Reseda, California**

#### **IT Help Desk | 06/2019 - Present**

- Update Network systems to support confidential company operations and eliminate hacking ability.
- Update work stations daily to keep systems up to date and working.
- Implement Firewalls
- Keep information safe for hundreds of customers by following security protocols.
- Answer daily phone calls to resolve IT problems.

### **Bob's Vacuum and Sewing Center | Tarzana, California**

#### **Customer Service Representative/ Vacuum Repair Technician | 10/2017 - 03/2019**

- Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status.
- Prepared sales reports by collecting and analyzing customer information.
- Built client rapport while accurately processing repair documentation and troubleshooting technical discrepancies.
- Answered over 30 customer calls and emails daily.

## Skills

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Help desk, Desktop support, Cybersecurity, Customer Service, Linux, Microsoft office

## Education

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### **Western Governors University | Millcreek, Utah**

#### **Cybersecurity | 05/2024**

- Currently completing course work in computer science, IT infrastructure, and Networking.

### **Los Angeles Pierce College | Woodland Hills, California**

#### **Information Technology And computer science**

- Took coursework in Information technology involving a cohort for a cybersecurity certificate.
- Involved in classes that taught computer programming languages such as, C++ and Java.

## Languages

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English, Spanish

## Certificates

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CompTia A+ (Expected March 2022)