Juan Corona
6438 Dempsey Avenue Van Nuys CA 91406
Cell: (818) 312-0594 Email: Juancorona1011@gmail.com

TECHNICAL SKILLS

- Active Directory
- Windows Server 8,12,16
- DHCP / DNS
- VOIP

- Printer Troubleshooting
- Office 365
- Outlook

- ServiceNow Ticketing
- Desktop Support
- Linux
- Mac OS

EDUCATION & CERTIFICATION

- CompTIA ITF+
- CompTIA A+ 200-1001
- CCNA 200-301 (In Progress)

WORK EXPERIENCE

El Camino Real Charter High School   Dec.2018 - Current
IT Technician

- Install workstations, laptops, printers and other desktop related equipment
  as directed by service request tickets.
- Provide maintenance, support and troubleshooting of desktop computers,
  printers, and VoIP phones.
- Create new users accounts in Active Directory, O365 and assist in staff onboarding.
- Perform over the network imaging.
- Work cohesively with network/system engineers on any Tier2/3 tickets.
- Work with third party vendors to procure parts for printers and computers.

AT&T DirecTV   May.2016 – April.2018
Satellite Technician

- Installed satellite dishes, in-home devices and programmed settings.
- Performed cable runs, outlet installations and RJ45 terminations.
- Trained customers on various services and equipment.
- Performed equipment upgrades and 24/7 service calls.
- Maintained a updated record-keeping of all inventory in company vehicle.

Gorilla Telecom Inc.   March.2014 – Apr.2016
RF Technician

- Provided troubleshooting and maintenance of cell phone tower equipment.
- Performed coaxial, power cable, and fiber cable installations and lead work on top of tower.
- Troubleshot all components in cellphone sites including antennas, radio units, and tower mounted
  amplifiers.
- Install Cisco / Alcatel Lucent Routers
- Troubleshoot Fiber Technologies, single-mode / multi-mode, SFP's