Luis Hernandez

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Objective

To obtain a position as a Computer Technician where I can provide support to end users with the skills/knowledge I have acquired in school and my previous jobs. Also, help the company achieve its goals and be more productive, this way I can gain more knowledge/experience myself by doing what passionate me.

Skills

- Computer assembly and maintenance
- Bilingual-Spanish
- Use Visio
- Work with servers
- Command line Interface
- Fast Learner
- Work with different Operating System
- Work with Linux
- Microsoft Office
- Install/uninstall programs
- Make Diagrams
- Server Knowledge
- Wireless troubleshooting
- VoIP
- Networking
- Virtualization
- Active Directory, DNS, DHCP, etc.
- Typing
- Troubleshoot Computers
- IP address and subnetting
- Work with different electronics
- Upgrade Computers
- Group Policy
- Remote Access
- Router and Switches Maintain and Troubleshoot.
- Customer Service

Experience/Jobs

Attentus Technologies   2021 - 2021

- HelpDesk
- On-boarding new equipment (Servers, PCs, Switches, etc.)
- Troubleshooting PCs and Servers
- Installing and managing Software
- Documenting
- Auditing
- Working with multiple companies.
- Working with Office 365, new users, email filters, app installation, etc.
- Troubleshooting O365 Apps.
- Working with G Suite.
- Imaging, cloning PCs.
- Migrating Data.
- On-Call
- Maintaining Servers, PCs, and networking equipment.
- Working with Barracuda, Reflexion, etc.

- Troubleshooting Internet connection, Wi-fi, Aps, etc.
- Working in high-stress environment.
- Working under pressure.
- Customer service
- Working independently, multitasking.
- Going On-site
- Working Remotely
- Troubleshooting printers.
- Hardware upgrade
- Working on Projects
- MAC tickets.
- Setting up and troubleshooting mobile devices.
- Working with vendors

PRO Club/Medical   **2019 - 2021**
- IT Administrator
- User Setup
- Installing Software
- On-Call
- Deploying Workstations
- Troubleshooting and setting up printers
- Monitoring, troubleshooting and setting up Surveillance equipment.
- Performing Servers Backups, updates, etc.
- Working with multiple programs, such as: CSI, Allscripts, Micros, PRO Central, Great Planes, etc.
- Administering Office 365, Active Directory, Email Filtering, etc.
- Setting up and troubleshooting VoIP phones.
- Customer Service
- Helping users remotely or on-site.
- Setting up Fax equipment.
- Working with Apple Devices.

Wowrack, Inc   **2018 - 2019**
- Troubleshooting Servers
- Configuring Servers
- Installing OS (Windows, Linux, ESXi, etc)
- Racking Servers
- Configuring TCP/IP
- Customer Service
- 24/7 Environment
- SLA
- Installing, Troubleshooting, Managing Surveillance Security Equipment.
- Working with Heating and Ventilation Equipment
- Installing Internet antennas
- Installing Fiber, Ethernet cables.
- On-call

- Upgrading Servers/PC
- Remote Access
- Installing and Configuring PDUs.
- Installing Racks
- Installing Routers, Switches, Firewalls, Etc.
- NOC
- Using Kayako Ticketing System
- Work on Projects
- Work Independently or with Team
- Multitasking
- Working Unsupervised
- Working with Command Line, GUI Interface
- Tier 2
- Doing Inventory
- Monitoring Datacenter
- Install and Configure Hardware
- Install and Configure Monitoring Equipment

Continuant, Inc   2016-2017
- Maintained PBX Systems
- Switches and Routers Monitor/Troubleshooting
- Customer Service
- Cisco, Nortel, Avaya OEMs
- VoIP
- MAC Work
- Network Troubleshooting
- Escalations to Tier III's
- End User Setup
- Dial-up, VPN and RDP
- SLA
- 24/7 Environment
- Global Support
- Use SalesForce Ticketing System, WOI, Work Orders.
- Callpilot, Voicemail Setup/Troubleshooting.
- Maintain Windows Servers 2003, 2008R2

RPI Print Tukwila, WA   2014-2015
- Worked and Maintained printers
- Shipping and receiving
- Supervise

Puget Sound Inflatables Seattle, WA   2012-2014
- Serviced and fix survival products
- Serviced Rafts
- Delivered products
- Tested EPIRBS & survival suits

- Forklift Driver

Education

Renton Technical College Renton, WA   **2014-2015**
- Computer Networking Technology Certified
- Honor Roll 2014-2015
- CompTIA A+ Certified

Highline High School Burien, WA   **2009-2013**
- Honor Roll 2012-2013
- High School Diploma
- Principal's list 4.0 GPA

PSSC (Puget Sound Skill Center) Burien, WA   **2011-2012**
- Computer Networking Technology training

Certifications

- **CompTia A+**
- **CCENT**
- **Diploma (Computer Networking Technology)**
- **High School Diploma**