

Julian Escontrias

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IT professional with successful experience in the information technology field. Proficient in hardware and software maintenance. A solid track record of providing timely positive response to requests regarding computer related assistance. A deep understanding of the general organizational confidentiality policies associated with a I.T. specialist position.

Skills

Operating Systems: MS Windows Legacy and 10, Unix, Linux, OS X, IOS

Hardware: Dell, HP, Lenovo, Mac

Languages: Visual Basic, C, C++, SQL

Software: Office 365, Chrome, Outlook, Acrobat

Experience

June 2020 - PRESENT

Synoptek, Henderson, NV – *Support Engineer*

- Help desk Support for College of Southern Nevada Faculty/Staff and Students
- Desktop imaging and software support
- Work with SCCM, Datto RMM, Autotask ticketing system.

January 2020 - April 2020

United Parcel Service (UPS), Henderson NV – *Technical/Customer Support*

- Seasonal Employment
- Provide Technical Support for Website issues

November 2018 - December 2019

CG Technology – Las Vegas, NV – *Technical Support*

- Installation & configuration of a CG Technology's computer hardware and applications.
- Provide Phone Support for sport book staff and administration.
- Support of the CG sportbook app for Android and IOS devices.

Experience

August 2016 - November 2019

Holo Discovery - Las Vegas, NV - *Staff Support Associate*

- Operate printing, binding, and scanning equipment
- Provide on-call technical support
- Assist in completion of print orders

January 2015 - July 2016

EWA Warrior Services - Fort Bliss, TX - *Engineering Technician II*

- Field exercise support of systems under testing including setup to breakdown of system
- Use of hand tools and multimeter for diagnostics of system under test
- Software and firmware updates of system during the testing event.

Education

Bachelor of Science Major: Computer Science/Minor: Mathematics

New Mexico State University, Las Cruces, NM