

**PROFESSIONAL SUMMARY:** To obtain knowledge and sharpen my natural leadership skills by means of utilizing exceptional teamwork, adaptability, critical thinking to lead productive teams in exceeding company goals. I have intensive experience, education, certifications in urban forestry, fire prevention, youth guidance and over 10 years of information technology experience.

**PROFESSIONAL EXPERIENCE:**

**Natural Technology Solutions – Lead IT Technician**

*Las Vegas, NV 08/2020 – Present*

- Primary responsibilities are to support the new and growing small business startups with talented IT solutions and consultations.
- As owner of the company and brand ambassador my job is to create awareness within the communities I wish to further support and bring clarity to who are not connected with Natural Technology Solutions.
- Expertise in computer hardware repair. The knowing and understanding of the individual makeup of computerized components on an advanced level of knowledge.
- Computer software implementer via remote support while offering the complete solutions for individuals and their devices with absolute care in mind.

**Acara Solutions – Sr. Desktop Support Technician**

*Lancaster, CA 12/2019 – 05/2020*

- Supports Lockheed Martin Aeronautics in all aspects of desktop supports roles and responsibilities.
- Kept strong relationships with Acara and Lockheed to ensure proper level of accountability and quality was met with the upmost diligence.
- Applied expert level hardware/software repair techniques to a wide variety of computer assets and peripherals.
- Well adapt to Federal Government security policies regarding proper use and handling of IT equipment within a class and non-classified areas to achieve company goals.

**Desert Sands Charter High – Instructional Support Technician**

*Lancaster, CA 08/2018 – 08/2019*

- Acts as primary point of contact for all I.T. related services and support for over 250 personnel.
- Performed regulatory technology maintenance to ensure healthy computers, printers, phones and operating systems remain in peak conditions while providing consultative trainings for clients to provide selfcare.
- Superior knowledge in Help Desk support ticketing procedures to ensure all clients issues are answered properly, documented and assigned to the correct helpdesk support team professional.
- Provides expert level advise to sites admin team with managing sites budget of technologies.

**Best Buy – Consultation Agent**

*Northridge, CA 05/2014 – 05/2018*

- As the solutions expert, managed the Geek Squad check-in and check-out experience for clients and their devices.
- Collaborated with store leadership to assess and improve the monthly store services budget.
- Primary Agent for demoing, consulting, and installing of Microsoft programs and office applications.
- Coach the sales team, building trust and explaining services and technology to help meet all client needs.
- Responsible for achieving sales targets in revenue, margin, and solutions within the Microsoft ecosystem.

**SKILLS Based on Professional Experience:**

Team cohesiveness

Sales/Services management

Hardware Break/Fix

Complex solutions finder

Proven technological consultant

Effective communicator

**EDUCATION:**

John Muir Charter H.S – Camarillo, CA

- High School Diploma

Allen Hancock College Firefighter Academy-Santa Maria, CA

- Firefighter – 1 Certificate

Google IT Support Professional Certificate (In progress)