Gerwins Eloi
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310.874.9205

EDUCATION:
Associate in Science Degree in Computer Information System, El Camino College, Torrance, CA– 2009

CERTIFICATION:
CompTIA A+; CompTIA Network +; Dell Certification; HP Certification

PROFESSIONAL EXPERIENCE:

SAIC - Irvine, CA || Mar 2020 – Present
Computer Technician II

- Assist in the Office 365 upgrade project for Social Services Agency (SSA) and Children and Family Services (CFS) throughout Orange County.
- Install Office 365 from Software Center on to the user's devices. Assist users with initial set up and verify full functionality with the O36 suite of programs (Outlook, Word, Excel, etc…).
- Involved in planning, conducting comprehensive testing user acceptance, and production implementation, ensuring appropriate security and access controls are in place.
- Troubleshoot and resolve issues prohibiting upgrades relating to both hardware and software. Re-imaging devices via SSCM when needed.
- Provide administrative level support for Mac iOS users at Vaccination Clinics throughout Orange County.
- Created user accounts for Registered Nurses and Licensed Vocational Nurses (LVN), set temporary passwords and performed password resets.
- Provide support resolving software related problems for both Windows and Mac iOS devices, affecting the Othena app, Google Chrome, Box app, Adobe and Office 365. Performed software updates when required.
- Troubleshoot connectivity and printing issues, set up wifi access points at mobile vaccination clinics for users.

American Advisors Group - Irvine, CA || Oct 2020 – Mar 2021
Desktop Support Technician

- Work both remotely and on premise on a variety of ticket types such as, VPN Global Protect latency, New Hires, user profile data transfers, Office 365, soft phones, replacing toner, printer problems and providing peripheral device assistance. In addition to this assisting users setting up multifactor authentication with Duo Mobile.
- Daily working the Desktop Support and Help Desk queue's assisting users directly troubleshooting and resolving issues.
- Abide by ticket SLA's providing solutions and escalating tickets as needed in a timely manner.
- Image desktops, laptops, Dell Wyse Client virtual machines.
- Naming and adding newly imaged machines to the domain via Active Directory, running updates and adding drivers as needed, encrypt new hire machines via Windows 10 Bit Locker tool.
- Triage on premise devices needing repairs, requesting parts as needed.

Northrop Grumman - Redondo Beach, CA || Jun 2019 – Aug 2020
PC Technician

- Daily worked the depot repair queue resolving and creating repair tickets via vFire platform.
- Triaged defective Dell and HP devices.
- Involved in troubleshooting the machines and creating warranty claims via the Dell and HP web portals, requesting replacement parts.
- Repaired and imaged defective devices. Replaced System boards, CPU's Graphic cards, Fans, palm rests, bezels, track pads, batteries, etc., for Dell and HP Desktop PCs, laptops, and tables.
- Assisted end users out in the field resolving a variety of hardware related problems such as multiple monitor display issues, docking stations and defective card readers etc.
- Coordinated with end users to resolve battery recall and swollen battery issues.
- Assisted the Remote Refresh team with devices unable to image due to hardware related problems or issues relating to Bios.

Apex Computers, Cerritos, CA || May 2017 – May 2019
IT Technician

- Ran point on 2 major imaging and repair deployment projects consisting of thousands of devices which included, Dell, Lenovo and HP Desktop PCs, laptops, and smart devices.
- Image desktops and laptops through Microsoft System Center Configuration Manager (SCCM), migrate, and deploy with the latest operating system.
- Managed accounts configure new hires systems, software via SCCM or via remote with other tools.
- Certified Lenovo Technician authorized to perform hardware related repairs on all internal and external components on Lenovo devices including damaged LCDs, CPUs, motherboards, track pads, keyboards, graphic cards, and power supplies.
- Performed hardware and software related repair on all Dell devices.
- Authorized to order Lenovo and Dell parts under warranty.
- Image and configure multiple machines for deployment.
- Diagnosed, troubleshoot, and repaired Chrome devices.
- Sufficient in Chrome OS including system image and testing.
- Performed shipping and receiving.

Zones, Cerritos, CA || Mar 2017 – May 2017
PC Technician

- Authorized to perform hardware and software repairs on all Dell desktops, laptops, including the Latitude Ruggedized series and workstations.
- Imaged windows 7 dell laptops and desktops utilizing SCCM.
- Able to diagnose, troubleshoot and replace all internal and external defective components such as damaged LCDs, CPUs, motherboards, track pads, keyboards, graphic cards, and power supplies etc.
- Fully prepared all Dell devices for deployment which includes System Image install, software installs and configuration, drivers and BIOS updates, packaging of each device for shipping to our client.

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Geek Squad, Westminster, CA || Oct 2014 – Apr 2017
Advanced PC Technician

- Oversee, diagnosed, repaired, and optimized 10 to 15 machines at a time.
- Quickly and efficiently install hard drives, optical drives, ram, video, audio and network cards, power supplies, CPU, fans, and motherboards.
- Installed and restored Operating systems for Mac and Windows including, Mavericks, Yosemite, El Capitan, Sierra, Windows Vista, Windows 7, Windows 8, 8.1 and Windows 10.
- Proficient in iOS and Android devices.
- Performed data recovery and data backup for clients.
- Installed shields for all tablet devices and smart phones.

Geek Squad, Westminster, CA || Oct 2014 – Apr 2017
Advanced PC Technician