

MIGUEL LUNA

Concord, CA - (925) 359-9292 – jmiguel-luna@outlook.com

SUMMARY

Electronic repair technician with six years of experience in repairing computer hardware and diagnosing and resolving network and software issues.

TECHNICAL SKILLS

Computer Hardware
Electronics Troubleshooting
Network Administration
Software Installation
Diagnostic
PC Assembly
Technical Support
Bi-lingual (Spanish/English)
Customer Service

EDUCATION

Bachelor of Art in Psychology
California State University, East Bay
Concord, CA
Expected Graduation: June 2022

sUAS/Drone Remote Pilot Certification
Los Medanos College
Pittsburg, CA
December 2021

WORK EXPERIENCE

ELECTRONIC REPAIR TECHNICIAN

Freelance

January 2016 - Present

- Accept customers desktop and/or laptop systems and Play Stations for repairs.
- Request information about software and hardware issues and document all concerns.
- Provide technical support either by phone, remote access or site visits as needed.
- Determine faulty components, recommend replacement, and repair as appropriate
- Check system software and data integrity.
- Perform all repairs with utmost concern for customer privacy.
- Explain technical information in clear terms to non-technical individuals to promote better understanding.

AUTO BODY REPAIRMAN

First Class Auto Body

January 2017 – August 2019

- Manipulate all types of devices from hand tools and diagnostic scanners to soldering equipment.
- Sanding, painting, using chemicals to clean, repair, and protect the finished product.
- Ran routine checks and maintenance procedures
- Basic tune-up services: change oil, change the oil filter, replace fluids and defective car parts and accessories.
- Road test vehicles when necessary to diagnose malfunctions or to ensure that they are working properly.