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## DAVID E. GARDUNO

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### HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

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|--|---|---|
| <input type="checkbox"/> Help Desk Ticketing Systems | <input type="checkbox"/> Phone & Online Support | <input type="checkbox"/> Customer Service   |
| <input type="checkbox"/> Problem Diagnosis           | <input type="checkbox"/> Office 365 Support     | <input type="checkbox"/> Complaint Handling |
| <input type="checkbox"/> Technical Troubleshooting   |   |   |
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### EDUCATION & CREDENTIALS

**Comptia A+** Core 1 Certification

**Microsoft 365** Certified: Fundamentals

**Associate in Biological and Physical Science, 2020**

COMPTON COMMUNITY COLLEGE, COMPTON, CA

**Bachelor of Arts Computer Technology, 2023**

Cal State Dominguez Hills, Carson, CA

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### TECHNOLOGY PROFICIENCIES

**Ticketing:** Freshdesk, Jira Service Desk,

**Software:** Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom

**Networking:** LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS

**Platforms:** Windows 10 Enterprise, macOS, Android, iOS, Chrome OS

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### SYSTEM ADMINISTRATION EXPERIENCE

#### **WINDOWS SERVER 2016 | Hands-On Virtual Labs**

- Installed and setup Vmware, Windows Server 2016, linked clones, and RDP.
  - Added Windows 10 client machines to Windows Server 2016 domain.
  - Created and modified Active Directory template user accounts to hold various properties.
  - Configured Windows Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
  - Created and linked Group Policy Objects (GPO) in Active Directory.
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### WORK EXPERIENCE

SIGNAL MECHANICAL, Signal Hill, CA

10/2016 – 09/2019

#### **HVAC Technician**

- Complete all service tickets, make recommendations to customer based on system performance.
- Service work, install new or upgrade existing systems and equipment at residential and local businesses to achieve energy conservation goals and high-quality customer service experience.
- Provide repair / replacement solutions to customers HVAC issues to insure low or no down time to manufacturing or production equipment.

A&A GLOBAL IMPORTS, Commerce, CA

8/2012 – 10/2016

#### **Operations & Sales Manager**

- Resolved service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
  - Maintained files and documentation thoroughly and accurately, in accordance with company policy and accepted accounting practices.
  - Helped develop the sales and customer service call center from two agents to over 20 agents.
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