

# Marilyn La Luz

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Bay Area, CA

IT Support Technician with proven ability to tackle and accomplish goals in the most difficult scenarios

## SUMMARY OF QUALIFICATIONS

- Achieved Network + Certificate in October 2017
- Achieved CompTIA + 801 & 802 certification via NPower Technology Service Corps June 2016.
- Excellent customer service skills as demonstrated by company awards
- Bilingual in English and Spanish
- Windows and Mac OS experience

## TECHNICAL SKILLS

- **Operating Systems:** Installation and configuration of NTFS Windows XP, 7, and 10 operating system images.
- **Hardware:** Troubleshooting using event viewer and Burning Test. Installation of hardware and configuration of laptops, desktops, workstations, tablets, memory, expansions cards, hard drives, printers and mobile devices
- **Maintenance:** Formatting, ghosting, and wiping hard drives, Command line usage for image directory maintenance, computer OS re-imaging as needed, Antivirus software maintenance and usage to resolve virus issues.
- **Networks:** Troubleshoot internet connectivity using Meraki Dash for 24, Set configuration of Local Area Networks and wireless networks on devices. Check connectivity of cables to devices, and on to Access Points. Worked in VLAN infrastructure network with function specific SSID's . Used CMD to check network information and troubleshoot. Check and remedy Certificate issues on User accounts
- **Apple:** Have work experience with Jamf Now and Pro for Mobile device management. Have worked with iPhones and MacBooks using recovery tools and GSX. Worked with Sierra, Mojave and recently Catalina.

## **PROFESSIONAL EXPERIENCE**

**Decathlon Group – Randstad Technologies**

**June 2019 – March 2020**

### **IT Support Engineer**

#### Responsibilities

- Configure Windows and Mac end user devices manually or thru cloning processes to install specialized software using RDP, FTP, Dell Image assist, Mac and Windows recovery. Use SMS trace to troubleshoot cloning problems.
- Ck Network issues with Windows command line tools and Cisco Meraki Dash. Ck cables with tester.
- Network configuration of printers such as Star Thermal receipt printer to wireless network. Maintain and troubleshoot Xerox C7020 VesaLink, and Konica Bizhub 3100 print and network issues. Set up Toshiba B-EX4T for use in VLAN network warehouse environment with industry software.
- T/S Zebra wireless printers with paired Android tablet and configure with IBM software. Setup network configured POS devices with iPhones for retail transactions. T/S zebra barcode reader bluetooth connections.
- Configure Chrome retail Kiosks for enterprise management with script and registration processes

### **Proactive**

**December 2016 – June 2019**

### **IT Desktop Deployment and support (Part-time/On-call)**

#### Responsibilities

- This involved small to large business workstation breakdown and reconnect for a planned move to another floor or location. The process started with making a diagram of the workstation setup. This included all cabling, and device placement. We also made inventory of items at each workstation.

- Reconnect was done as per the diagram. All stations were checked for functionality and accountability of all devices.
- Other client work involved device installation or replacement such as monitors.

## **ARISTA**

**July 2017 – Jan 2019**

### **Senior Computer Tester**

#### Responsibilities

- Use software to vigorously test industrial computer Hard drive, memory, CPU, graphics, and all ports such as serial com ports, firewire 400-800, usb2 and 3, and ps2.
- Configure servers with RAID (Redundant Array of Independent Disk) 1 or 5. Then image with client requested operating system using ghost software with an external hard drive and run through testing process. Non server devices hard drive were mostly imaged from a directory at the cloning station.
- Use updated antivirus to scan for worms and trojans.
- Update Operating systems and create image on external HDD to copy to cloning station directory using command line tools.
- Wipe hard drives as needed at customers request before shipping.
- Test Thin client (no HDD) computers connection to server. Configure Bios for specialized configurations such as serial com set up.
- Test motherboard for sale with external HDD attached to sata port or IDE and external power supply.
- Troubleshoot unexpected shutdowns and friendly blue screen of death with event viewer and windows diagnostic tools. Re image as needed or passed on to technician for hardware issues and more complex troubleshooting.
- Troubleshoot network problems with physical inspection, command line tools, and speed tests.

## **Mobile kangaroo**

**January 2017-March 2017**

### **Level I Technician for Apple Authorized Service Provider**

#### Responsibilities

- Customer service for repair of APPLE, ANDROID AND WINDOWS IT devices. Bulk of devices were Apple i phones needing screen replacement and warranty work.
- There were also breakdown repairs such as screen replacements, motherboard and memory.

- Diagnosis of Apple devices was facilitated with GSX Apple Service Toolkit.
- Completed Apple Service Fundamentals Certification during this time

## **American Legion / NPower (7 week apprenticeship)**

**June-July 2016**

### Responsibilities

- Created wired and wireless network for American legion and Veteran success offices at the War Memorial Building in San Francisco.
- Ran and terminated Cat 6 cable to 3 floors. Installed switches and connected to patch panels
- Located optimal wireless access point locations and Installed hardware on the ceiling and wired switches in network cabinets. Verify connectivity and Troubleshoot network connectivity issues to computers and printers. Use Speed tests to check upload and download Mbps

## **MILITARY**

- Army National Guard
- Tow/Dragon Anti-Tank Repair
- Military Electronics training specializing in wire and optically guided heavy and medium anti-tank weapon.

## **PROFESSIONAL TRAINING**

- Free Code Camp Completed 188+ hours of Web Responsive Design covering HTML5, BASIC CSS, APPLIED VISUAL DESIGN, APPLIED ACCESSIBILITY, CSS FLEXBOX AND GRID
- CompTIA Net + Certification October 2018
- CompTIA A+ Certification Training and apprenticeship with NPOWER graduated June 2016.
- Associate in Science Degree JOHNSON & WALES