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Jesus O. Zamora

Objective

Obtain an IT position that will enable me to apply my educational knowledge and skills in Computer Engineering, my customer service skills, and my ability to install, operate, and troubleshoot various hardware and software systems.

Education

UCI, Division of Continuing Education Data Analytics Boot Camp	Irvine, CA February 2020
California State University, Long Beach Bachelor of Science in Computer Engineering	Long Beach, CA August 2015
Santa Ana College Associate of Arts in Liberal Arts	Santa Ana, CA June 2007

Experience

Anaheim City School District Technology Assistant <ul style="list-style-type: none">Perform repair, install, and maintain computers/devices in classroom/labsProvide instructional assistance to students utilizing computer equipmentAct as liaison between site staff and district technology support staffMaintain inventory of hardware, software, licenses and related equipment.Ensure internet security access policies are enforced	Anaheim, CA September 2014 - December 2019
City of Santa Ana Community Center Aide <ul style="list-style-type: none">Supervise reservation activities at city parks/sport facilitiesMonitor and enforce park rules as outlined in the Municipal CodeWrite detailed reports of all reservations and potential violations	Santa Ana, CA March 2016 – September 2018
Best Buy Geek Squad Repair Technician <ul style="list-style-type: none">Answered all inbound calls regarding tech servicesMain tech responsible for all incoming repairs/questionsIdentified and repaired software/hardware issuesEnsured proper communication with client regarding repairsEnsured all paperwork in department was in orderPerformed functionality check on units returning from Service Center repairAnswered all client questions at check-in and check-out	Orange, CA October 2009 – December 2013

Skills/Software

Bilingual- English/Spanish	Familiar with Telnet/SSH
Microsoft Windows 7/8/10	Microsoft Office
Troubleshoot/repair Mac OS X/iOS	Android OS/ChromeOS
Linux Based OS	Microsoft Visual Studio
Python Programming Language	Javascript/HTML/CSS
Familiar with SQL and NoSQL DB	

Equipment

DC Power Supply, Routers, Switches, Hubs, PC, Macs, Printers, Tablets, Projectors