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Entry-level IT support professional seeking a full-time role in Information Technology. Recently completed the Google IT Support Professional Certificate — an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

WORK & RELEVANT EXPERIENCE

Autonomous Vehicle Specialist- Mountain View,CA Transdev US- October/2021 - Present

- Assisted in the development of software and hardware.
- Testing the software and hardware for safe operation.
- Ensure Collection of Data and by maintaining company procedures.
- Monitor multiple software systems with constant focus.
- Provide concise, clear, and accurate verbal and written feedback regarding the vehicle's operations.
- Complete daily reports and documents procedures tests.
- Capable of responding quickly to changing and potentially high-pressure environments.
- Be the deputy for Technology by communicating courteously always with management, engineers, and the public.
- Operation of an on-board recording computer.
- Consistently demonstrate situational awareness, an understanding of the technology and a willingness to constantly adjust to change.
- Posses (AVT) Autonomous Vehicle Tester License with DMV.
- Cross-functional verbal and written communication and issue escalation.

Warehouse Technician/ Tower Technician 1910 Mark Ct Concord, CA. E-Tech Construction-

April/2018 - October/2021

- Computer inventory.
- Front-line worker in the distribution center and warehouse facility.
- Carried out a wide array of tasks relative to IT Support.
- Receiving, storing and goods. Stocking products on shelves or on pallets.
- Ensure all work was performed in a timely manner, as well as safely
- Perform troubleshooting and diagnostics on cellular tower lighting electrical systems
- Install new electrical system equipment on towers and mount controllers to client specifications
- CAT 5,CAT 6,RJ 45,RJ 11 Wiring, fabrication,

Cable Technician -2102 Nelson CT, Concord CA. 94520- OC Communications 12/2015 to 3/2016

- Maintain cable systems by installing, repairing, programming, and upgrading cable infrastructure. Perform major and minor preventive maintenance and repairs by troubleshooting cabling system issues. Identify, track and remove abandoned cable. Develop in-depth knowledge of National Building Codes and standards. Complete required paperwork including installation checklist, timesheets, service orders, vehicle inspection report and various other logs. Understand, adhere to, and promote environmental, health & safety policies. Manage pole climbing and working at heights and small confined spaces. Operate vehicles, hand tools, power tools, ladders, leakage detection devices, and test equipment.
- RG 6,

EDUCATION

Google IT Support Professional Certificate February 2021

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

<https://coursera.org/share/b5f0e9d096f7cf85f98b47e44e8317cf>

<https://coursera.org/share/2c4422e3bce1576e5212ca9aa611bada>

<https://coursera.org/share/b25fc9c7019e0d8baa121d3f298b4ca2>

<https://coursera.org/share/e275c3ba4b028dcc2b6619eea1896d69>

<https://coursera.org/share/08fadee4a153f254053eeb319c8f2612>

<https://coursera.org/share/97902a48880c7dc7e62e22c6923c6a69>

COMPTIA A+ CERTIFIED.

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Virtualization and cloud Computing, Hardware, Mobile Device management, Linux,

Windows, troubleshooting, networking, directory services, Hardware and Network

Troubleshooting, cybersecurity, LDAP, VLAN, Debugging, Encryption Algorithms and Techniques,

Customer Service, Network Protocols, TCP/IP, Cloud Computing, Binary Code, Domain Name

System (DNS) Ipv4, Ipv6, Network Model.

Business: customer support, project management, process improvement,

PROJECTS

IT Support : I've worked on multiple projects for Every company I've worked for, For O.C. Communication I was a specialized tech for internet installation/configuration. I performed the wiring, securing equipment, installment as well as setup for the company's clients. Also perform necessary follow up troubleshooting of the system. E-Tech Constructions our clients were INSP that provide construction/management cellular infrastructure.

ADDITIONAL SKILLS

- Competitive athlete and on-line game player.
- Creative writer and moderator of several writing forums.
- Mentor of youth in community program East County Midnight basketball league.
- Operating fork-lift, Cal-Osha chemical training, safety training and fire prevention.
- Sales include cold calling, business to business sales & marketing. Solicitation for grants.
- Windows XP, MS Word, Excel, full knowledge of print press operations.
- Janitorial- waste management, cleaning showers, restrooms, general areas, and office areas.
- Landscaping- concrete, sand, soil material handling. Gardening, Carpentry- rough carpentry, certified finished carpentry.