

Cristian Fortanel-Hernandez

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Profile

I'm a Information Technology Field Technician that's been involved in: management, maintenance, networking, consulting, troubleshooting, support, and documentation of IT systems for a school and small organizations. I'm experienced in working closely with clients and troubleshooting, while maintaining the highest level of customer service. I'm looking to take the next career step with a respected dedication to quality and service.

Work History

IT Field Technician

March 2018 - April 2020

Pro Activist Computer Support, Portland Oregon

- Installing, fixing, and testing network cables
- IT Support and maintenance relating to technical issues involving Microsoft's core business applications and operating systems
- Provide input and consultation for a variety of IT systems such as monitors, computers, phones, and software
- Provide one-on-one end-user user training or support
- Manage Windows Active Directory for organizations
- Log completed tasks and run appropriate procedures for installations, configurations, troubleshooting
- Document completed work and office peripherals
- Deploy, install, and manage PC workstations
- Maintain integrity of confidential information
- Install and configure IT systems such as networking devices, wired phones, monitors, and other office peripherals

Amazon

May 2019 - Sept 2019

Amazon Flex Associate, Portland, Oregon

- Lead delivery drivers to their appropriate locations within the warehouse
- Work as a team to fulfill warehouse needs.
- Coordinated pick up strategy to meet tight schedules
- Lead team members during pickup schedules

Portland Public Schools

June 2016 - Aug 2016

IT Website Assistant, Portland, Oregon

- Help transition PPS from the old district school websites
- Update the new Portland Public Schools district websites with their appropriate information
- Consulted design structure with the IT Staff to enhance website experience

Education

Computer Science
Major
Sept 2017-2018

Portland Community College, Portland, Oregon

Skills

- Troubleshooting
 - Windows Active Directory
 - Microsoft Office Apps
 - PC Maintenance
 - PC Hardware assembling
 - Google hangouts
- Ubiquity systems
 - GSuite
 - Backup and Recovery, imaging
 - Customer service
 - Managing Apple devices and hardware
 - Managing Chromebooks and Android devices

Awards

RICOH Sustainable
Development Award
2017

Portland Science Expo
Presented to the student whose research has demonstrated the Principles and Technical Innovations that offer the greatest potential for Sustainable Development.

Meteorological
Society Award
2017

Portland Science Expo
The AMS award represents the individual who demonstrates significant interests about environmental issues.

Junior Stockholm
Prize
2017

Portland Science Expo
Given to young people who have conducted water-related projects of proven environmental, scientific, social or technological significance.

Business
Administration and
Management
2017

Franklin High School Achievement
Successfully completed all programs of study requirements, within the business administration and management department.