

Profile

I am a technically oriented individual with over 5 years of experience working and or volunteering in the field. I possess a strong troubleshooting background and desire to move forward on my career path to becoming a more well-rounded and knowledgeable IT professional. I have taken several training courses with the Microsoft Partner Network. I have also completed 1 semester at Ranken Technical College to obtain my Associates Degree in Information technology with a focus on Help-Desk aspects. I quickly adjust to any new environment and am able to communicate effectively (written and orally) to all personnel with varying degrees of technical aptitude. I strive to be nothing less than an asset to any company I am employed by.

EXPERIENCE

Premier Customer Solutions Representative

July 2019- Current

Asurion, Las Vegas, NV

- Mobile device troubleshooting/repair
- Mobile Network Management
- Customer Service
- First Call Resolution
- Technical and billing support

Helpdesk Technician (Independent Contractor)

September 2018- March 2019

Schnucks Corporate Office. St. Louis, MO

- Password Resets
- Data Entry
- Central Alarms monitoring and maintenance
- Fire\EMS\Police dispatch
- Software support
- Updating shared company spreadsheets through Google Docs/Drive
- Server maintenance
- SolarWinds monitoring
- POS system maintenance
- ShoreTel IP phone Administration

IT Technician-Help Desk

August 2017- 2018

Robertson's Ready Mix Corporate Office. Corona, CA

- Remote desktop support for 97 offsite locations
- PC/Hardware support for on and off-site employees
- Network and Server monitoring.
- Active Directory Administration
- PC Imaging and Deployment overseer
- VPN and other security related troubleshooting
- Encryption and Cloud Backup software installation.

Skills

+Great communicator; orally and written to all levels of staff, technical and non technical

+Can type 55 WPM

+Mobile Device Management Experience (iOS, Android, Google, Motorola operating systems)

+Upgrading hardware components on desktops and laptop computers

+Microsoft Office Professional

+Connecting private LANs to internet securely

+Designing, implementing, configuring, troubleshooting managing and maintaining a Windows Server 2012R2 Network Infrastructure

+Installing, configuring and deploying client operating systems and desktop

- Network File sharing Administration.
- Troubleshoot any issue as necessary
- Network printer administration
- DVR surveillance system maintenance and administration

software via
Group policy or 3rd
party utilities

+Microsoft
Exchange Server
Management

+Taken several
online training
courses on
Lynda.com

+Active Directory

+Windows
Support tools

+Microsoft Office
2016 Pro

+VPN
configurations

+Remote Desktop
Assistance

+Adobe Acrobat
Pro

+Experience
Making Patch
Cables

+Printer
Maintenance

+MPN: Windows
and Devices for
Technical

+IP- Phone
Configuration and
management

+Network Printer
Configuration/Mai
ntenance

+Solar Winds

Program Leader

THINK Together, Moreno Valley CA

August 2016 - 2017

- Classroom management environment(similar responsibilities as a teacher)
- Attendance and other records keeping
- Lesson plan creation and follow through with students/parents as necessary
- Oversaw a class of 25 students
- Supervisory role

Jr System Administrator (Paid) Intern

P.W. Enhancement Center, Moreno Valley, CA

September 2015 – September 2016

- Hardware/software updates
- Server, switch, and router configuration and maintenance
- Software support
- Hardware support
- End-user support
- Phone support
- Network cable management

EDUCATION

Alta-Vista High School

High-school graduate (with diploma)

Ranken Technical College (Attending)

-Associates Degree in Information Technology (Year 1 of 2)

Current Certifications

-Microsoft Windows 7 certified Pro (Verification will be provided upon request)

Future Certifications

I am currently in the process of studying for the CompTIA A+ certification as well as the MTA: IT Infrastructure certification, and the CCNA. If necessary for employment, I can become certified in all necessary areas within 3 months of hire date.

Professional references are available upon request.Thank you for your consideration.

