Gabriel A. Fanta

Authorized to Work In The US

Castro Valley, CA 94546 - GabrielAlexanderFanta@gmail.com - 415-650-8869

IT Support Specialist | Help Desk Technician

Friendly, energetic and dedicated help desk professional with excellent analytical skills providing technical support in a multinational software development and IT corporation. Creative, analytical, great at problem solving, and adept at solving a wide-range of technical problems while providing user-friendly solutions to clients and the end user. Strong interpersonal skills and works well in face-paced environments.

Areas of Expertise:
- Tier 1 Level Troubleshooting
- Active Directory Management
- Workstation and laptop building and set up

Technical Skills:
- Operation Systems (32-Bit/64-bit): Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP, Windows Server 2008, Windows Server 2012
- Networking: LAN, WAN, WI-FI, TCP/IP, VPN, DHCP, DNS
- Security and Vulnerability Scanners: Windows Firewall, Symantec Antivirus
- Remote: VPN
- Imaging and Deployment: Windows 10, Windows 7
- Virtualization: VMware
- Languages: Proficient in English, Hungarian, Romanian and basic Spanish

Professional Experience:

Technical Support Specialist   March 2016 - Present
Ambo Software, Cluj, Satu Mare, Romania

- Managed all aspects of IT
- Resolved 95% of issues on the first call through support tickets, phone, and chat support to end users
- Set up secure Wi-Fi, LAN, and VoIP networks at various company locations
- Built, configured, and deployed Windows 7 and 10 desktops and laptops
- Set up and maintained hardware peripherals (printers, scanners, projectors)
- Trained and assisted company employees with technically accurate solutions
- Active Directory management

- Worked closely with executives to ensure seamless communication and service to clients
- Provided application support, new user creation, and user onboarding and offboarding

Technical Support and Audio/Video Engineer   June 2008 - March 2016
KayKay Media, Chicago, IL

- Purchased parts and built custom desktop PCs for Audio/Visual workstations
- Optimized and configured all units for maximum audio and video performance (low latency)
- Implemented software and insured all audio and video editing software were up to date
- Connected and configured 100% of audio rack modules, microphones, mixing boards, synthesizers, and drum machines
- Filmed, produced, and weekly edited web content videos using with Adobe Suite
- Sound engineering and sound design for clients including Ableton, Inc., ADSR Sounds, Pearson, and Showtime.

Education
Masters in Web Design
Universitatea "Tibiscus" din Timisoara
Timis, Romania

Bachelors in Computer Science
Universitatea de Vest "Vasile Goldis" din Arad
Arad, Romania

References

Botond Boer, CEO of Ambo Software
boer@online.de

Kate Luo, Owner of KayKay Media
info@kaykaymedia.com, 510-954-4747