

Angel Muratalla

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CERTIFICATIONS

A+ Certification (ID: COMP001021009178) – Renewed April 2019

PROFESSIONAL EXPERIENCE

Ricoh

August 2014 – June 2019

Print Support Specialist (contracted position for Sony Pictures Studios)

- Work independently to troubleshoot and resolve network issues
- Deliver copiers and printers, install, set up IP address, download print drivers and train end users
- Develop and maintain positive relationships with clients, which includes responding to their requests in a timely, professional manner and offering ongoing support
- Coordinate a team of five to work on inventory and meter reads for monthly billing
- Ensure that service level agreements between the customer and Ricoh are achieved
- Assume the role of the Site Manager in his absence

Technology Service Technician (Field Technician)

- Performed troubleshooting and repaired or replaced equipment components as necessary
- Serviced a variety of equipment including copiers, printers, Amazon lockers and IPA machines
- Completed ongoing technical training on new equipment
- Managed territory, inventory and customer relationships
- Consistently exceeded productivity and customer service expectations
- Responsible for providing guidance and support to other technicians

Home Depot

June 2013 – June 2014

Merchandising Execution Associate

- Installed display products presentably
- Verified prices and set products to planogram
- Stocked products on shelves and placed orders on out of stock items
- Forklift trainer

EDUCATION

Santa Monica College – 2016

- General studies, Computer Information Systems

School of Ministry – 2010-Present