

Alan Carrillo

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Authorized to work in the US for any employer

Work Experience

Help Desk Trainee

Hope Builders - Santa Ana, CA

February 2021 to June 2021

- Installed, troubleshoot and maintained Windows 10 operating system
- Oversaw the daily performance of computer systems; provided technical support and answered user inquiries regarding computer software or hardware operation to resolve problems
- Read technical manuals, conferred with users, or conducted diagnostics to investigate and resolve problems or to provide technical assistance and support
- Set up equipment for employee use; ensured proper installation of cables, operating systems, or appropriate software
- Developed training materials and procedures regarding computer use policies to ensure staff were using equipment properly
- Trained end users in the proper use of hardware or software
- Troubleshoot and maintained things such as: personal computers, Windows operating system, network connectivity, and network printers
- Maintained and updated software drivers and add-ons

Mckenna Motors - Huntington Beach, CA

December 2019 to March 2020

- Inspected vehicles for damage and record findings so that necessary repairs can be made
- Reviewed work orders and discuss work with supervisors
- Conferred with customers to obtain descriptions of vehicle problems and to discuss work to be performed and future repair requirements
- Maintained cleanliness of work area
- Performed routine and scheduled maintenance services, such as oil changes, lubrications, and tire changes.
- Aligned wheels, axles, frames, torsion bars, and steering mechanisms of automobiles, using special alignment equipment and wheel-balancing machines

Lube Technician

Honda World - Westminster, CA

August 2016 to December 2019

Basic lube tech work also did alignment, brake flushes , EFI service, and also answering phone calls in our area and using basic skill type writing on the computer and upselling what the car needs.

Education

High School Diploma

Westminster High School - Westminster, CA

February 2021 to June 2021

Certifications

Santa Ana College - Santa Ana, CA

March 2021

Skills

- Customer Service (2 years)
- PC Maintenance
- Application Installation and Management
- Hardware Configuration
- Installation Configuration
- Managing Memory
- Effectively Disassemble & Reassemble a Computer
- System Maintenance and Management
- Internet Security
- Ethics and Privacy Threats
- Microsoft Office
- Technical Support
- Active Directory
- Microsoft Windows
- Alignment
- Microsoft Excel (Less than 1 year)
- Oil Change
- Operating Systems
- Microsoft Access (Less than 1 year)
- Microsoft Powerpoint (Less than 1 year)
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- Microsoft Access (Less than 1 year)
- Fedora (Less than 1 year)
- VMWare (Less than 1 year)
- Oracle VM (Less than 1 year)
- DHCP
- Microsoft Windows Server
- DNS
- LAN

- Software Troubleshooting (Less than 1 year)
- Computer hardware (Less than 1 year)
- Leadership (Less than 1 year)
- Teamplayer (1 year)
- Eager to learn (Less than 1 year)

Languages

- Spanish - Fluent

Certifications and Licenses

MTA

May 2021

MTA: Windows Operating System Fundamentals

Automotive Chasis Maintenance

December 2018 to May 2021

Certificate from Santa Ana College of Automotive

Auto Technology Chasis Service

December 2018 to May 2021

Certification from Santa Ana College