

Carl Camcam Jr

2080 Hoover Ave, Pleasant Hill, Ca 94523

Contact: 925.367.6406

Holistic Life Institute

Oakdale, Ca

Teacher Assistant Jan 9, 2020 - present

Active Life Chiropractic

Walnut Creek, Ca

Jan 26, 2019 - July 2019

Massage Therapist

Bank of the West San Ramon, CA – April 28, 2016 – September 28, 2018

IT Support Coordinator II – ATM/TCR Service Desk

Providing support to branch end-users in troubleshooting and to coordinate repair with the vendor for the ATM's and TCR/TAU's (Teller Cash Recycler/Teller Assistant Unit).

Applications: CashInsight, TouchPoint.

Remote applications: NetOps, Bomgar and through MS-Lync.

Maintain ATM's in test lab. Duties include trouble shooting, reimaging and performing back-ups of the ATM's.

Experienced with STAR/FirstData systems.

Cryptomathic, PIN Management support - Windows server application used to authenticate personal identification numbers

IT Service Request administration – processing of Service Requests submitted by the end-user for IT support.

Password administration for applications.

Creating and documenting service calls via Cherwell application. Documenting processes and procedures.

Worked with network, application and corporate security support teams.

Select Staffing (Contract with Bank of the West San Ramon) May 29, 2015 – April 22, 2016

ATM/TCR Service Desk

Providing support to Branch end-users in troubleshooting and to coordinate repair of ATM's and TCR/TAU's.

Cryptomathic, PIN Management support - Windows server application used to authenticate

personal identification numbers

IT Service Request administration – processing of SR's submitted by the end-user for IT support

Bank of the West    San Ramon, CA – June 16, 1999 – April 1, 2015

Service Desk Analyst – Level II

Act as liaison with internal end-users, providing call screening, troubleshooting and to coordinate repair of all on-line equipment supported by the Service desk.

Provide support to end-users in all on-line functions including hardware and software.

Windows environment, MS Office

Assigning of Service Desk tickets to group members and escalations to other support groups

Service Request administration

Documentation of procedures on a knowledge base and ticketing system

Experience with LAN/WAN, Active Directory, VPN, Remote Access, Citrix, Good App administration, Secure Email administration and numerous other applications.

Kelly Ann's Salon Day Spa – Pleasant Hill, CA    June 16, 1999 – December 31, 2012

·        Massage Therapist

Dynamic Office Solution - Alamo, CA    Feb 1999 – June 1999

Contracting office services

Visual Communications - Pleasant Hill, CA    June 1998 – Jan 1999

Desktop Publishing/Production Designer

Computer Graphics, graphic design, desktop publishing  
PC/Mac

IBA West - San Francisco, CA    Dec 1994 – May 1998

Production Assistant

Computer Graphics, graphic design, desktop publishing

Computer/Software Consulting/Training. MSWindows/Office  
Data Entry

American Institute of Massage Therapy - Walnut Creek, CA

Instructor, Advance Injury Therapy in Massage  
September 1992 – April 1995

AT&T - Pleasanton, CA

Assistant Graphic designer

August 1984 – June 1994

Computer Graphics, graphic design, desktop publishing  
Typesetting  
Photography  
Layout  
General office management  
Updating of cable schematics/blueprints  
PC/Mac

United States Air Force Reserves – Travis AFB, CA June 1982 – May 1991

Aircraft Maintenance Specialist

Maintaining and servicing of Aircraft  
Changing aircraft configuration to specifics  
Supervising personnel

Education

Mt.Diablo High School Concord, CA – Graduated 1980

American Institute of Massage Therapy – Walnut Creek, CA – 1992

Diablo Valley College – Pleasant Hill, CA – 1981

Los Medanos College - Pittsburg, CA – 1980