

Daniel Placencia

IT Technician

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Skilled Technologist with experience configuring computers, classroom technology and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics.

EXPERIENCE

Mobilityware, Irvine— *Jr. Service Desk Specialist*

November 2020 - PRESENT

Triage the Support Desk queue by responding, resolving, and escalating issues to the appropriate staff and teams

Gather and analyze requirements from stakeholders, investigate, research and recommend IT solutions

Install, maintain, and troubleshoot devices in a mixed Windows and Mac environment tools (ie. PowerShell, Bash, Jamf, and MDT)

Administer SaaS and hosted application access and permissions

Concordia University Irvine, Irvine— *IT Technician Supervisor*

September 2017 - November 2020

Set up hardware and software in optimal configurations to meet network performance requirements

Established, repaired and optimized networks by installing wiring, cabling and devices

Managed system-wide operating system and software deployments, as well as related software upgrade problems.

EDUCATION

California Institute of Arts & Technology, San Diego — *Associate in Applied Science (A.A.S.)*

August 2020 - May 2021

Currently enrolled in an evening online Information Technology program that will result in the completion of 12 certificates and an Associates Degree.

SKILLS

Desktop Technical Support

Peripheral Repair

Help Desk Operations

Hardware and software installation

Troubleshooting and Diagnostics

AV Equipment Management

Computer Imaging

Windows and Mac OS Experience

VoIP Knowledge

Record Keeping and Ticketing Agent Experience

Remote Support Experience and Troubleshooting

Networking and VPN troubleshooting Skills

SaaS Administration

Inventory Management

LANGUAGES

English - Fluent

Spanish - Conversational

CERTIFICATIONS

A+ Certified