

PROFESSIONAL EXPERIENCE

Desktop Tech I – Sutter Health (Oakland)

MAR- 2019 – PRESENT

- Handle multiple refresh projects at different Sutter Health Locations
- Imaging and building PC's for Sutter Health Organization
- Supporting and assisting users with functionality
- Ensuring proper system deployment to the customers' needs
- Maintaining professional relationship with internal users and vendors
- Experience with troubleshooting windows and Printers
- Create/Delete user accounts in Active Directory
- Adding members and granting them permission accordingly in the Active Directory Groups

Co-Lead, Manager – Samraat Hut (Newark)

SEP-2016 – JAN 2018

- Led and directed team members on effective methods, operations, and procedures.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Plan and execute customer service programs to build sales and rapport in the community.
- Communicated clearly and positively with coworkers and management.
- Took initiative to find extra tasks when scheduled duties were completed.
- Provided predictable and precise business approaches to the organization using business analytics.

Installation Tech/Sales Representative - ADT (Fremont)

FEB-2013 - DEC 2013

- Traveled to the homes of the customer to install alarm systems.
- Sold electronic alarm products.
- Provided troubleshooting methods over the phone and in person.
- Followed up after alarm installation to ensure customer satisfaction.

SKILLS AND HIGHLIGHTS

- Configuring hardware, applications, and network connectivity.
- Maintaining, configuring, updating, and troubleshooting computers, laptops, mobile and serve equipment
- Functionality of Operating Systems.
- Maintain, troubleshoot, install, operate, and configure Basic Network Infrastructure.
- Applying security controls to maintain confidentiality, integrity, and availability.
- Troubleshooting, resolving, and routing issues as needed with a sense of urgency
- Clear and adaptive communication style and vendor management experience
- Working with external vendors to resolve hardware and software issues
- Troubleshooting via remote access
- Working independent and as a team
- Prioritizing projects and support issues
- Deploying and changing the PC's/Laptops

EDUCATION / CERTIFICATES

Informational Technology Certificate - UNITEK COLLEGE (FREMONT)

June-2018 – Feb 2019

- Core Classes
 - Desktop Pro Plus / PC Pro / Client Pro / Security Pro / Networking Pro / Server Pro

Diploma – James Logan High School

June 2012

