

Ivan Contreras  
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## SUMMARY

6+ years of experience in IT Desktop Support and Inventory Management specialized in Windows OS deployment and support as well as hardware installation/troubleshooting. Excellent customer service skills and consistent positive feedback.

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## SKILLS

### Spoken Languages

- English: Full
- Spanish: Native

### Hardware Support

- Brands: Lenovo, HP, Dell, Apple
- Devices: Laptops, Desktops, Peripherals, Printers, Monitors, Mobile Phones, Tablets

### Software Support

- Platforms: Windows 7, Windows 10, iOS, Android
- Application Suites: Office 2016, Office 365, Microsoft Core, Google G Suite, iCloud, Adobe
- Dedicated Software: Lenovo Suite, Thunderbolt Software
- Ticket/Case Management: Remedy, ServiceNow

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## WORK HISTORY

### **Deskside Specialist/Consultant/Scheduler** *HCL America Inc./Chevron*

Apr 2020 - Present

- Data and profile migration for hardware upgrade
- Software installation, support, and troubleshooting
- PC build, reimaging, and DOD wipe of EOL devices
- Asset database management and inventory forecast
- Bulk inventory management; shipping and receiving bulk orders
- Beta user and tester for new and upcoming hardware/software
- Back up/second team scheduler/ticket dispatcher
- Hardware installation trainer and consultant
- Process documentation and review
- Misc. project lead/consultant

### **Deskside Tech I/Deskside Tech II** *Compucom Systems Inc./Chevron*

May 2015 – Apr 2020

- Hardware installation and troubleshooting when required
- PC build, reimaging, and DOD wipe of EOL devices
- Software installation, support, and troubleshooting
- Data and profile migration for hardware upgrade
- Asset database management and inventory forecast
- Bulk inventory management; shipping and receiving bulk orders
- Beta user and tester for new and upcoming hardware/software

**Cashier**

Jul 2013 – May 2015

*Compass Group USA/Chevron*

- Money management, cash register
- Product and food handling
- Stocking and organizing
- Misc. kitchen duties and assisting cooks

**Cashier/Cook**

Mar 2012 - Jul 2013

*WingStop*

- Money management, cash register
- Cooking duties
- Product and food handling
- Stocking and organizing
- Misc. kitchen duties

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**EDUCATION**

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**Diablo Valley College***Pleasant Hill, CA*

- COMTC Computer Technical Support - Certificate of Accomplishment

**Horizons CIS High School***Pleasant Hill, CA*

- Graduated 2012