

# Salvador Alvarado

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## PROFESSIONAL SUMMARY

Highly motivated IT Professional with 3+ years of experience troubleshooting, upgrading, and maintain Networks and Computer systems. Strong Customer Service, Proficient with Widows Servers, DHCP, Active Directory, Ubuqity Wireless systems, SonicWALL An network infrastructure. looking for a role in IT where I can contribute my experience and training as well as continue to grow to become a better technician.

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## EMPLOYMENT HISTORY

Mar. 2018 – Present  
Napa, Ca

### **Tier 2 Technician, Computer Engineering Group**

- Deploy and maintain server infrastructure ( Windows server 2008, 2012, 2016, and 2019)
- Manage Active Directory
- Perform Server upgrades ( OS and Hardware)
- Perform Network Closet Cleanups ( Cable management )
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Coordinate with vendors for problem resolution.
- Install and configure wireless networking equipment. (Ubiquiti Equipment )
- Install new hardware or software systems or components, ensuring integration with existing network systems.
- Install or repair network cables.
- Provide telephone or on-site support related to networking or connectivity issues.
- Research hardware or software products to meet technical networking needs.
- Create or update technical documentation for network installations or changes to existing installations.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.

*Jul. 2014 – Mar. 2018*  
*Benicia, California*

**computer service tech, Computer 1**

- Check-in customers
- Provide Phone support
- Provide onsite support as requested
- Troubleshoot and repair computer problems
- Assist with Server troubleshooting
- Assist with network troubleshooting
- Troubleshoot computer hardware ( replace if need it )
- Troubleshoot and repair printers issues
- Keep inventory of parts
- Order of inventory
- Keep track of repairs
- Invoice customers
- Customer follow up
- Arrange for disposal of E-west
- Maintaining work area clean

*Feb. 2013 – Jun. 2014*  
*Martinez, California*

**Computer Tech, Graceful Tech**

- Customer service ( Answering the Phones, Intake computer for repairs, calling Customers when repairs were done )
- Delivery computers or parts
- Phone support and on-site support if required for residential Customers
- Troubleshoot and repair computer problems
- Repair computer hardware
- Work with other technicians to ensure that repair is done on time and keep the customer informed
- Keep track of inventory
- Keep work area clean

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**EDUCATION**

**Information Technology, Electronics**

- DVC – Pleasant Hill, CA

*Aug. 2008*

**High School Diploma: Electronics**

- CECYTE – Jimenez, Michoacán

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**SKILLS**

Team Player

Office Suite ( Word, Excel, Power point,  
Outlook, Sharepoint, OneDrive , Teams  
)

Active Directory

DNS

DHCP

Communication

Project Managment

Costumer service

Perform under Pressure

Fast learning