CYRUS RAYMUND SANORIA

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WORK EXPERIENCE

Network/Copier Technician
Pacific Office Automation
June 5, 2017- Present

- Hardware and software field technician for copiers and printers
- Manage on site installation, repair, maintenance and test tasks
- Adheres to strict schedules and appointments
- Do Pro-active preventive maintenance
- Prioritizes urgent situations
- Install and troubleshoot network related situations
- Support fellow technicians on specific issues
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports
- Follow all company's filed procedures and protocols
- Build positive relationships with customers
- Escalate to Manufacturer's Technical team
  #### Awards/Accomplishments
  - *Our Culture Award – Understaff support*
  - *Top 3 in Over All Tech Performance for year 2019 in California State branches*

Product Specialist
Lexmark International, Inc.
December 1, 2014 - January 26, 2017 (Total of 7 years)

- Promoted as part of the Escalations team to do technical supervisory duties for color laser printer hardware and firmware teams.
- Responsible for providing technical support to Field Engineers, Onsite Technicians, customers, and product support personnel who are diagnosing, troubleshooting and repairing Lexmark Printers
- Conducts monthly technical evaluations and case/screening audits to ensure issue resolution, customer satisfaction
- Special task of conducting technical and process trainings to new hires
- Create Knowledge Based articles to be used by the Field Engineers, Technical Support Reps, Onsite technicians and other members of the Escalation team
- Conducts regular feedback, discussions and trainings not only to technical support teams but also to departments such as Marketing and Sales, Channel and Reseller Support, Online and Parts Store
- Identify opportunities and proactively creates improvement plan in Technical Support Center, Order and Service Fulfillment, Support teams, and also Product Design and Quality to create streamline processes and to keep customer value
- Escalate to Product Engineering team, Firmware team, or development team for issues that requires thorough investigation requiring their expertise.
- Participate and initiate Technical Updates between Product Engineers, and the Escalation Team

Technical Support
Lexmark International, Inc.
December 16, 2009 - November 30, 2014

- Provides technical support with real time resolution to clients' issues by identifying problems; isolating the cause; researching answers; guiding clients through corrective steps
- Set-up, install, diagnose and resolve all hardware and firmware issues.
- Research on technical solutions using all available resources like Service Manual, User's Manual, Knowledge based articles, Product Information Files, and other documents and sites
- Follow up and make scheduled call backs to customers when necessary
- Special task of interviewing applicants for a Technical Support Representative
- Document technical service details and compile resolutions
  #### Awards/Accomplishments
  - *Manager's Appreciation Award - Cross training deployment*
  - *Top 7 Agent for WW ISS TSC - Over All Metric out of 150 Agents May 2013*
  - *Top 8 Agent for NA ISS TSC - Over All Metric out of 150 Agents Nov 2011*

Technical Support - DELL Inc. Technical Support
Etelecare Global Solutions
June 2006 to Oct 2009 (3 years)

- Provides technical support to DELL's customers
- Follow strict procedures and client specifications
- Record personal performance and areas for improvements
- Aid fellow technicians on technical difficulties
- Escalate unresolved issues
- Document technical service details and compile resolutions

Multimedia Developer
CITE Technical Institute Inc.
November 6 2000 to September 4. 2004 (4 years)

- Authoring team of the E-learning Project which converts courses or lessons to a web or network based learning
- Designs Graphic Users Interface (GUI) for E-learning modules
- Programs or simulates specific course outlines
- Converts course topics to Flash animated graphics
- Trains programmers for partner schools
- Does video and photo coverage of certain topics of courses that shows a step-by-step process or a special skill or a demonstration
- Designs 3D graphics for learning materials
- Enhances photo images used as learning materials
- Troubleshoots minor network related problems
- Troubleshoots minor electronics problems

EDUCATION

Associate degree
ITP - Electronics Technology
CITE Technical Institute Inc.
Year Graduated: 1998

High School
San Isidro Parish School
Year Graduated: 1995

CERTIFICATIONS

CISCO Networking Academy Program (CNAP)
Semesters 1&2
CITE Technical Institute Inc.

Dell Certified Technical Support
Dell Inc.

ELIGIBILLITY

Electronics Technician
CITE Technical Institute Inc.

Technical Trainer
Lexmark International, Inc.

SKILLS

- **Technical Troubleshooting**
- **Microsoft Office (Word, Exel, Power Point, etc.)**
- **Communication and documentation**
- **SOHO Desktop and Networking Installation**

TRAININGS

Train the Trainer (ADDIE)
Lexmark International, Inc.

High Impact Presentation Skills Workshop
Lexmark International, Inc.

Kirkpatrick Training for Trainers
Lexmark International, Inc.

Electro Static Discharge (ESD)
Fairchild Semiconductors

Facilitation Skills Workshop
Lexmark International, Inc.