

MANUEL A. MEDINA

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Computer and Network Technician with 3 years of experience in networking and server applications, including background in printer installation, memory installation, hard drive installation, motherboard replacement and general troubleshooting. Expertise in developing and implementing test plans and test cases. Seeking challenging position with opportunities for growth. Looking to bring a solid understanding of Networking principles and practical experience with Microsoft software development methodologies to a growing startup.

SKILLS

- Networking applications
- E-Learning applications development
- Virus Protection
- System Administration
- Virus Removal
- Linux
- Computer Optimization
- Windows Desktop
- Upgrades
- Windows Server
- Data Backup
- Microsoft Office 365
- Apple Products: IOS, Macintosh
- Fluent in Spanish
- VoIP Phones
- Remote Desktop

EXPERIENCE

Office Associate 1

Konica Minolta, Anaheim, CA

September 24, 2018- Present

Configure and deploy new MFPs, follow deployment guides for new installs, hardware and software configurations in network environments. Break/Fix onsite copier problems and resolving technical issues while managing core metric scaled territories. Client based process with new and old network guides, test and connect new hardware on MFPs and printers, fix minor mechanical issues, deliver consumables to end users, inventory check with high dollar parts and equipment, email and SMB configurations with new deployments, work with local IT with migrations of TCP/IP protocols to fit their network environment. Install drivers for client based computers and servers.

Computer and Network Technician

Computer Pro2Call, Redlands, CA

January 1, 2017- September 22, 2018

Coordinate hardware and software repair processes with outside vendors. Set up, test and configure networks, desktops, laptops, and printers. Apply best practices of software development while staying abreast of advances in the practice. Test features across various browsers. Fix bugs as encountered. Answer user inquiries regarding computer software and hardware operation. Set up equipment for employee use. Install and performed repairs to hardware, software and peripheral equipment, following design and installation specifications. Resolve technical issues for clients in person, on the phone, and via e-mail. Installed, assembled, operated and coordinated the maintenance and repair of data communications hardware including monitors, micro computers, modems, network bridges, switches and routers. Repair and reinstall software such as Windows OS and iOS. Perform diagnostic tests and repaired malfunctioning hardware and software. Diagnose, install, configure and repair computer systems and software. Experienced with copper unshielded twisted pair cabling; hence, conversant with all TIA/EIA standards. VoIP phones deployed and integrated on job sites as needed with configuration.

EDUCATION

- Konica Minolta Certified Associate I September 2018
- Mt. San Antonio College, Comptia A+ CE 220-901 and 220-902 September 2017
- Pomona Adult School, A+ Computer Technician May 2011
- Ganesha High School, High School Diploma June 2007

ACTIVITIES & HONORS

- Mt. San Antonio College Bride Program
- Gary Enke, English Course Completion