Christopher Calara

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WORK EXPERIENCE

Murphy, McKay Associates   **January 2019 – Present**
Relocation Technician   *Lafayette, CA*
- Assist clients with relocation and IT inventory projects
- Disconnect/reconnect computers, wires, printers and other peripherals and reinforce cable management
- Keep inventory of what is being disconnected and keep detailed documentation of conditions

Milestone Technologies at Gilead Sciences   **January 2020 – August 2020**
IT Concierge   *Foster City, CA*
- Attend to user requests and evaluate technical issues in a timely manner by resolving requests or escalating them to appropriate support teams
- Create and maintain tickets detailing all issues and requests while contributing to written knowledge base as appropriate
- Troubleshoot laptop and desktop hardware, mobile devices (iOS, OSX, Windows, Android, etc.), and software (Windows 7/10, Office 2010, VPN, etc.)
- Imaging, data migration, and deploy workstations, break/fix
- Maintain AV/VC equipment
- Using Active Directory to unlock, change passwords and create users.
- Drive/transport equipment to designated company worksites

Q Analysts at Facebook HQ   **March 2019 – October 2019**
Moderator I   *Menlo Park, CA*
- Attend to incoming requests relating to technical issues via phone, instant messaging, email or ticketing system
- Promptly troubleshoot technical issues, providing clients with appropriate solutions in a professional manner
- Follow up with clients to certify effectiveness of technical solutions provided
- Maintain organized and productive work environment through detailed documentation of IT practices, working with fellow IT consultants and adhering to technical policies
- Maintain and upgrade Android's firmware/software when needed
- Configure hardware and software to meet company standards
- Audit, prepare and maintain inventory of devices and user enrollments using MySQL and Excel.
- Advertise beta program by creating posters via Photoshop

Kforce   **February 2019 – February 2019**
IT Field Technician   *Livermore, CA*
- Deploy new PCs and workstations
- Imaging and data migration
- Configure software and external peripherals
- Troubleshoot software and drivers for various clients and implement appropriate solutions to resolve technical problems
- Maintain detailed documentation of IT solutions presented and implemented
- Collaborate with fellow IT personnel to maintain organization and ensure smooth workflow
- Follow IT policies and procedures as appropriate
- Maintain inventory of equipment and peripherals used

Tselogs   **February 2017 – March 2018**
Restaurant Host/Prep   *San Francisco, CA*
- Engage with guests by friendly conversation, answering questions and explaining the menu
- Overlook dining area and assist chefs in preparing dishes as needed

In-Home Supportive Services (IHSS)   **August 2015 – March 2017**
IHSS Provider   *San Mateo, CA*
- Provide elderly individuals with assistance in completing daily tasks
- Assist with maneuvering and transportation
- Accompany elderly individuals to doctor appointments, keeping record of instructions, prescriptions, etc.

Banana Republic   **December 2012–August 2014**
Store Associate   *San Francisco, CA*
- Assist customers on sales floor by answering questions and directing them to appropriate merchandise
- Fast and friendly transactions as cashier
- Manage inventory, replenish shipment and maintain clean working area

EDUCATION & CERTIFICATES

Skyline College   **May 2015**
A.S. Applied Mathematics   *San Bruno, CA*

CompTIA A+   **February 2019**
Certificate

Cisco CCNA   **Expected June 2021**
Certificate

SKILLS & INTERESTS

- **Skills:** Active Directory, NTFS, EXT4, ZFS, IPv4, IPv6, DNS, DHCP, Switching, Routing, VPNs, Linux, Virtualization (via QEMU/KVM, VirtualBox), Windows 7/8/8.1/10, iOS, MacOS, Android
- **Interests:** Music, food, philosophy, politics, traveling, The Office series