Ismael Duran

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WORK

T-Mobile – Mobile Expert   *SEP 2020 – PRESENT*
- Troubleshoot both iOS and Android devices using tools provided in-store and educate the customer on solving common issues.
- On average assist 10 clients per shift all with distinguished situations.
- Opening and closing procedures, handling money, and filing paperwork for the day.
- Build trust with customers by answering their inquiries and offering the best solutions for their needs.

Spaghetti Networks – IT Specialist   *May 2020 – June 2020*
- Provide day-to-day desktop support on Mac and Windows environments, iOS and Android devices.
- Maintain and update documentation, i.e. procedures, diagrams, inventory, and knowledge articles.
- Kept track and maintained inventory of equipment using software to asset tag all devices.

TECHNICAL SKILLS

SOFTWARE
- Operating Systems: Linux, Windows, macOS.

HARDWARE
- Invested in hardware tools to unassemble PCs, Mac, and Desktop for the purpose of gaining knowledge about computer parts.
- Replaced hard drives, memory, and some power units in PCs to improve storage and performance.
- Used soldering tools to solder electronical components on circuit boards.

PROJECT

CUSTOM BUILT DESKTOP
- Built a custom desktop for video editing. Some of the parts were purchased pre-owned from people who sold spare, or used, computer parts. During the process, learned how to properly install parts inside the Desktop. Additionally, gained knowledge on each component (i.e. RAM, CPU, Storage) inside a desktop. End result, successfully built a custom desktop to perform as required for video editing.

HOME NETWORK DNS SETUP
- Installed and set up a Raspberry PI 3 B+ as the main DNS server for all devices on a home network. For the OS I installed Raspbian onto Raspberry Pi. Configured the Raspberry Pi IP address to a static address for other devices to find and connect. After successful installing Pi Hole, all devices on the network were configured to reach the Raspberry Pi as Primary DNS server.

EDUCATION

SAN JOSE STATE UNIVERSITY | MAY 2018

ACADEMIC ORGANIZATIONS

- Mathematical, Engineering, Science Achievement (**M.E.S.A**): Alumni

COMMUNITY SERVICE

MENTOR – STRIVE FOR COLLEGE   *AUG 2016 – DEC 2017*
- Aided High School Juniors and Seniors to apply for Federal Student Aid and at least three UC/CSU colleges