

---

**RODOLFO TZINTZUN**  
(503)858-7616 | [r.tzin@live.com](mailto:r.tzin@live.com)

---

## HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

CompTIA A+ certified technician seeking an opportunity in building an IT career with a company. Proficient in learning, listening, and expanding my IT skills. Areas of adeptness include:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Hardware Troubleshooting  | <input type="checkbox"/> Phone & Online Support   | <input type="checkbox"/> Customer Service   |
| <input type="checkbox"/> Application Support       | <input type="checkbox"/> Microsoft Office Support | <input type="checkbox"/> Complaint Handling |
| <input type="checkbox"/> Technical Troubleshooting |   |   |

---

## TECHNOLOGIES

---

**Ticketing:** Jira Service Desk  
**Software:** Active Directory, Microsoft Office Suite, Outlook, Zoom  
**Browsers:** Google Chrome, Microsoft Edge, Mozilla Firefox  
**Networking:** LAN, DHCP, VPN, DNS  
**Platforms:** Windows 7,8, 10, macOS, iOS

---

## SYSTEM ADMINISTRATION EXPERIENCE

---

### **WINDOWS SERVER 2016 | Hands-On Virtual Labs**

- Installed and setup VirtualBox, Windows Server 2016, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.

---

## WORK EXPERIENCE

---

ScriptDrop, Portland, OR 8/2020 – 3/2021  
**Delivery Driver**

Delivered prescription medication to clients. Picked up and checked-in prescription deliveries from various pharmacies.

Key Contribution:

- Worked closely with Support team to ensure customer satisfaction using online web portal.

Vanguard EMS, Beaverton, OR 2/2018 – 7/2019  
**Manufacturing Associate**

Assembled PCBS to documented specs through the use of soldering and mechanical fabrication. Sorted and placed small electrical components. Followed work instructions to complete tasks.

Bronze Construction, Beaverton, OR 3/2014 – 9/2017  
**Office Assistant/General Labor**

Provided assistant work in an office setting. Helped draft job orders. Phone support. Provided manual labor.

---

## EDUCATION & CERTIFICATION

---

CompTIA A+  
TestOut PC Pro  
Certificate in Cyber Security Fundamentals

**High School Diploma**  
Beaverton High School, Beaverton, Oregon