

Miguel Villa

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Technology Support Specialist

PROFESSIONAL SUMMARY

Computer Programmer and Technical Support Specialist with broad industry experience including Telecommunications, IT Consultant and Help Desk Staff Member. Excellent at efficiently handling multiple tasks and working under pressure.

TECHNOLOGY PROFICIENCY

VB 6.0, VS Basic & C#, Java, Android Studio, MS SQL 2008, MySQL, Informix 4GL, Progress.

EDUCATION Courses: Unix, C++, Java, E-Commerce & CCNA El Camino College, Torrance, CA, 2014-15; BA in Informatica, University of Queretaro, Mexico, Jun 2002; Android Development, Udacity on-line.

SKILLS AND QUALIFICATIONS

- Excellent communication skills: writing, reporting, following instructions.
- Extremely organized; Self-motivated; Staff development; Conflict resolution
- Experience in assessment and analysis; Data management; Project management; Process implementation
- Ability to perform all duties as **Technology Support Specialist**, including:
 - Perform routines of maintenance, servicing and upgrades of computers, printers and network devices
 - Coordinates installation and repair and configuration of electronic equipment
 - Define reports and procedures to follow status of work orders for making decisions related to health and safety regulations.
 - Install IT equipment and systems (e.g. cabling, phone systems, CCTV , microphones, etc.) and training the customer.
 - Maintain manual and electronic documents, files and records (e.g. for work performed, implement Macros, etc.).
 - Participate in meetings, workshops, trainings, and seminars to get information required to perform job functions.
 - Repair electrical equipment soldering and replacing electronic components, etc.

EXPERIENCE

Developer (volunteer) **Saint Joseph Parish, Hawthorne CA** **06/2015 to Present**
Developer of Attendance program (Windows/Android OS) and reports, based on barcode scanning (VS C# & MySQL -Store Procedures) and developer of local services to save/transmit information (when internet connectivity is not available).

Field Technician **M.S.I.T. Sight, Sound & Data** **09/2018 to Present**
Assisted as IT Support for Raising Cane's installing Network, Microphones, Audio, CCTV, POS, and Digital Menu Board system. Attending upgrades or new equipment installs (in different cities around US).

Field Technician **Skinny IT/IST Services, Frisco, TX** **02/2018 to 09/2018**
Assisted as IT Support Technician installing Radius Network for McDonald's, POS VeriFone for Jack In de Box, Burger King and Subway, Drive Thru Loop detector install (cement saw cutting) and upgrades for Jack In The Box , Burger King and Arby's. Different kind of services and installations for CVS Pharmacies, GoodWill, Retail Next, EBSCO, Nordstrom, Apex, Christi Digital, Gable Signs, Nike, and StewartSigns (Los Angeles area).

Tap Auditor/ Field Technician **Reliable Cable/Steele Water Los Angeles, CA** **07/2012 to 02/2018**
Conducted audits using a PDA device or mobile phone to ensure Time Warner Cable non- subscribers and subscribers match billing system status via telecommunications equipment. Performed installations of phone, cable TV and Internet services working as sub contractor for Reliable and Steele Water (Los Angeles and San Bernardino area).

IT Person **Tres Estrellas de Oro, Huntington Park, CA** **06/2003 to 07/2010**
Analyst and Developer for Desktop /ASP applications for a new Ticketing Bus System, Biometrics to punch time for employees, perform MySQL Server scripts and Stored Procedures, provide Support/maintenance for previous PHP application programs. Support and training for local /remote users (PC Anywhere). Attending meetings and determine new projects and tasks (MS Visio). Provide technical support for users on MS Office and office tools.