

EDWARD L. INFANTE

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TECHNICAL SKILLS

- Experience in troubleshooting technically complex issues
- Proficient in the usage of Microsoft Office Suite 2003-2016, Office 365, Word, Excel, Outlook, and Power Point.
- Computer Support: Trained for user administration in a Windows Server 2008/2012 R2 environment. Capable of providing end user support for Windows and Office applications.
- OS & Software: Linux, Windows XP, Vista, WIN 7-10, Servers 2008-2019, Hyper-V, DNS, DHCP, Active Directory, Microsoft Deployment Toolkit (OS Imaging), KACE & OS Ticketing services.
- Hardware: Install, Repair, Upgrade and Troubleshoot PC hardware and software.
- Point-Click-Care/Point of Care

NON-TECHNICAL SKILLS

- Work-ready, prompt, proactive, focused and hard worker with excellent communication skills
- Excellent team leader and group member skills
- Customer focused
- Open minded and excited to try new things
- Attention to detail; quick learner
- Strong understanding of safety and safe handling procedures
- Strong work ethics
- Able to work Independently or as a team
- Exceptional problem-solving abilities
- Self-motivated, hands on and proactive

EDUCATION

Academic Certificates of Completion: Help Desk, Technical Support, Network Administration & Support, Tacoma Community College, Tacoma, WA	6/2014
Academic Certificate of Completion: Cyber-Security, Tacoma Community College Tacoma, WA.	6/2019
Academic Certificate of Completion: Customer Service, Tacoma Community College	3/2020
Associates of Applied Sciences in Networking Administration & Cybersecurity Support (Graduated with High Honors) Tacoma Community College, Tacoma, WA	6/2020

WORK HISTORY

BDS marketing, LLC, Irvine, CA.

2020

Retail Electronics Specialist (A representative for electronics companies such as Samsung, Bose, and Cannon that sell products in major retail markets such as Target, Best Buy, and Walmart)

- Merchandising
- Break-Fix
- Setting up and taking down displays, refreshing displays, continuity checks.

WA Emergency Management Division IT Department, Camp Murray, WA

2019

A 2-month **Internship** where the following techniques were learned and/or utilized:

- Building and maintaining customer user accounts, setting up roaming user profiles
- Installing & utilizing Microsoft office & Office 365 on windows systems
- Customer support for all services provided via remote, telephone, and in-person
- Applying remote access policies (Dell Kace, OSTicketing, Teamviewer, Solar Winds)
- Employing, supervising, and troubleshooting Network services and protocols
- Technical desktop & help desk experience
- Mainframe, Lan & Wan support services
- Able to supervise computer applications and system upgrades
- Proficient with information security protocols and possess excellent diagnostic skills
- Experience with troubleshooting and maintenance of various operating systems Windows based
- Possess strong analytical skills and able to analyze enterprise scale systems
- Able to perform data backup or retrieval for multiple operating systems
- Ability to initiate and monitor network repairs, improvements, and/ or upgrades
- Provided support for micro & mobile computing
- Using Microsoft Deployment Toolkit to image desktops, laptops, & tablets
- Setting up security protocols within Active Directory & DNS
- Providing printer support to include updates, networking, troubleshooting, ink/toner replacement
- SharePoint services provided and maintained
- Provided excellent documentation for services rendered
- Support for Fiber-Optic services to include troubleshooting and wire/port testing

Computer Technician, The PC Guru, Lakewood, WA

2010-2019

Independent contract work servicing computers in homes and businesses to include troubleshooting, virus & registry cleaning, upgrades, minor repair, education, & software/hardware recommendations, Networking, Lans & Wans, and educational training.

Lakeside Referral Services, Anchorage, AK

2005-2010

Assistant Office manager responsible for the operations of a business to include bookkeeping & finances, secretarial services, phone services, customer service, & computer & database operations.

MILITARY HISTORY - United States Air Force - Protected Veteran