Paul Urutia

Temple, TX 76504
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254-931-3656

I am very proficient on computers and computer software and hardware. I have vast knowledge on Windows XP, Vista, seven, eight and ten. I have working Knowledge of Mac OS Lion to High Sierra. Advance knowledge on Microsoft Word (2003, 2007, 2010 and 2013), Excel, Power point, and Outlook. I vast knowledge of Windows Server 2003, 2008 and 2016. Advanced knowledge on iPhone repairs from iPhone 4 to iPhone XR, Mass Knowledge of Samsung repairs from S3 to S5. Mast Knowledge of other Android cellphone repairs. I am a quick learner when it comes to things, I am not familiar with. I am Customer service oriented having the ability to serve and communicate with different types of customers efficiently. Efficient troubleshooter and problem solver. Ability to work without supervision and to take initiative. A customer friendly person.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Computer and Electronic Systems Administrator
Temple housing Authority - Temple, TX
August 2019 to Present

• Maintains all workstations, Windows 7, 8.1 and 10, with updates, antivirus, and functionality.
• Maintains Windows servers 2003 to 2016.
• Ensures all software is upto date and functional on a daily basis.
• Extensive knowledge of Lindsey software and troubleshooting any error messages.
• Extensive knowledge of Docuware software.
• Repairs and controls Elika electric gate access system.
• Makes, tracks, and manages key fob and electronic lock system on the Schlage Engage electronic lock system.
• Troubleshoots Samsung VoIP phone system.
• Update, troubleshoot and repair iPads.
• Repairs and troubleshoot Xerox printers, scanners and copiers.
• Actively manages Active directory.
• Actively manages Exchange email server.
• Ensures all training for cyber security and awareness is up to date and all employees are probably trained.

Computer/phone Repair Technician
254 Repair - Killeen, TX
February 2016 to Present

76542, 254-213-5522
• Installed hardware and software systems on Windows based and MAC computers
• Maintained or repaired Dell desktop and laptops, iPhone 4 to iPhone XR, MacBook pros, MacBook Airs, iMacs, iPad 2 to 5, iPad minis 1,2,3 and other Android based devices.

- Provided optimal customer services and managed work in fast pace environment
- Maintained 100 percent accountability of inventory coming in and out of location
- Approx. repairs currently are 3000
- Troubleshoot a variety of computer and phone issues
- Offered technical support on-site or via phone

Computer Repair Technician

TFE Connect - Hewitt, TX
May 1997 to May 2018

76643, 254-741-2450
- Installed hardware and software systems on Windows based computers
- Maintained and repaired Dell desktop and laptops, HP and Dell printers and associated equipment
- Troubleshoot a variety of computer issues
- Offered technical support on-site or via phone or email
- Worked trouble tickets via HEAT ticketing system
- Provided optimal customer services and managed work in fast pace environment

Education

Santa Paula Union High School - Santa Paula, CA
May 2019 to Present

Bachelor's in Information Technology in Information Technology

American Military University - Charles Town, WV

Certificate

Colorado State University - Greenwood Village, CO

Skills

- Apple
- Computer Repair
- Pc Support
- Desktop Support
- Help Desk
- Software Troubleshooting
- Active Directory
- Microsoft Windows
- Network Support
- Mac OS
- Operating Systems
- Technical Support
- Microsoft Windows Server
- Remote Access Software

- DHCP
- Time management
- Computer networking
- SharePoint
- DNS
- Microsoft Exchange
- LAN
- English
- IT support

Military Service

Branch: United States Army
Service Country: United States
Rank: E7
May 1997 to May 2018

Certifications and Licenses

ITF +
July 2019 to Present

Additional Information

Dell Computer Repair Technician (currently expired)