

Zacarie Romero

Objective

To become part of a growing company as a mid-level computer technology specialist or related field with opportunity for advancement.

Experience

IT Service Desk at Nissin Foods USA Gardena, CA. 04/09/2018 – Present

- Provide ITSD and desk side support to all users.
 - Single point of user resolution for all desktop technology devices including desktops, laptops, tablets, mobile devices, printing, wireless networking, audio/visual equipment, etc.
 - Maintained and provisioned desktops, laptops, tablets, mobile devices, printers, projectors, audio/visual equipment, and other office equipment.
 - Used ServiceDesk Plus incident logging system to maintain incidents and requests through the complete ticket life cycle to agreed service standards and service levels.
 - Performed trouble call resolution, diagnosed complex problems, advanced problem resolution, user support follow-up, and interacted with other IT employees, co-workers, and outside vendors.
 - Conducted end-user orientation and training for new hires.
 - Provisioned and administered user accounts, distribution groups, and security groups in Active Directory.
 - Provided AV support - supported conference rooms, town halls (multi location large audience simultaneous conferencing), and video conferencing.
 - Processed equipment and software requests and recorded asset information.
 - Provided white glove (VIP) and executive support.
 - Performed request fulfillment of moves & staff equipment changes at each location.
 - Assisted with regression testing of supported software through OS Patches and Upgrades. - Push and install workstation and third party patches.
-

Internship at Cal State Dominguez Hills 08/19/2017-12/18/2017**IT Helpdesk**

- Install, maintain, and configure imaging on new ordered and different models of computers using Norton Ghost or Clonezilla.
- Create images that include the following standard software and configuration. • Microsoft Office • Adobe Reader • Adobe Flash Player • Java • Forefront • SCCM • Microsoft Updates • Any BIOS or system updates along with SSID utility • Quick Time • Real Player • Windows Media Player • Roxio Creator • Wireless Configuration for laptops
- Maintain and update the images on different models of computers
- Install and troubleshoot common hardware issues • Memory Diagnostic • System Board's diagnostic • CPU Cooling system • Power Supply • Battery • Disk Drives • CD/DVD Drives • Monitors • Printers • Webcams • Network Interface Cards (NIC) • Network Cables • Video Cards
- Assist IT Computer Lab Coordinator in... • VDI Project • Windows 8 Project • Special Projects as needed
- Provide technical support to Faculty, Staff and Students at Help Desk
- Provide technical support to students, faculty and staff in the computer lab
- Maintain and support smart classrooms and conference rooms
- Install, maintain and configure imaging on computers in the lab

Internship at CBS/Showtime 05/23/2016 – 08/22/16**Desktop Support**

- Imaging and deploying new desktop/laptop machines
 - Rebuilding desktops for clients and moving all their data to the new machines
 - Printer installation and configuration
 - Desktop support and maintenance
 - Quality Assurance Testing
 - Installation of hardware and software
 - Configurations of other devices such as smart phones, tablets, MACs, routers
 - Proficient with Microsoft Office Suite, Microsoft Exchange, Office 365
 - Inventory Management
 - Proficient with Windows XP, Vista, Win7, Win8, Win10, Android
 - Familiar with OSX & iOS
-

- Worked with ServiceNow ticketing system
- Experience with Active Directory

Oct. 1989 to Feb. 2009

Myron's Auto Repair

Whittier, CA.

Mechanic

- Diagnosed and repaired early and late model cars and trucks.
- Inventoried all parts and ordered replacements as necessary.
- Worked with the public and gave estimates for repairs needed.

Jul. 1985 to Oct. 1989

U.S. Navy

Charleston, S.C.

GMG3/E-4

- Repaired and maintained 5" 54 cal. gun mount on guided missile cruiser USS Wainwright.
- Range master- Trained and qualified ship security force on the use of small arms weapons.
- Inventoried and maintained all small arms weapons and ammunition on ship.

Education

2015-2017

Cal State Dominguez Hills

Carson, CA.

Transferred from LA City College and completed my Bachelor's Degree in Computer Technology.

Graduated Magna Cum Laude.

2013-2015

Los Angeles City College

Los Angeles, CA.

Completed 60 units of General Education classes working towards my Bachelor's degree in Computer Technology.