

JULIAN LOCKHART

Culver City, CA · (818)536-8990

J82lockhart@gmail.com

Experienced Information Technology Specialist skilled in the identification and resolution of technical hardware and software malfunctions both in the field or in a corporate environment. Adept at performing hardware diagnostics and troubleshooting, conducting technical and networking equipment inspections, and assessing and replacing individual systems components. Specialized in the development and implementation of hardware, network and software upgrades. Commitment to providing the highest standard of excellent customer service.

EXPERIENCE

APRIL 2018 – PRESENT

APRIL 2017– AUGUST 2018

I.T. TECHNICAL CONSULTANT, FREELANCE

- Work with small businesses and for independent contracts to provide technical services; consisting of Windows/MAC OS support; PC, laptop, cell phone repair and support
- Installation and support of home theater and security systems
- Installation and support of networking LAN and wireless technologies
- PC virus and malware removal
- Gaming PC building and upgrades
- VOIP installation and support
- Microsoft server and Exchange support
- Outlook and email filtering support to improve e-mail marketing reach for retail stores

AUGUST 2018 – MARCH 2019

FIELD SERVICE ENGINEER, EVERTZ MICROSYSTEMS LTD

- Monitored the functionality and quality of Audio/Video Broadcasting hardware and performed repairs when necessary through rigorous troubleshooting.
- Provided support to customers over the phone, Skype and remote login to troubleshoot hardware and perform software upgrades.
- Worked Independently and Traveled to customer sites for project management of new hardware/software implementations
- Worked with various Big Broadcasting company's and private government contractors

JANUARY 2008 – FEBRUARY 2017

FIELD SERVICE TECHNICIAN II, IGT GLOBAL SOLUTIONS

- Trained new employees and existing employees on new technology and software implementations
- Monitored the functionality and quality of digital gaming hardware and performed repairs when necessary while meeting penalty deadlines and maintaining retailer relations
- Assembled and disassembled technical equipment, cleaned equipment and hardware, and performed maintenance to improve functionality and online sales to 100%
- Completed incident reports on equipment malfunctions and processed repair orders
- Installed and managed on-site communications hardware and performed preventive and corrective maintenance to reduce transaction delays
- Analyzed Network response data for malfunctioning switches, routers, wireless AP units and diagnosed LAN problems
- Fielded special requests from our client, CA lottery, and consulted for special events at state fairs and conventions to maximize functionality and sales
- Managed and monitored the status of stock and inventory to improve efficiency by 50%

EDUCATION

AUGUST 2006

ASSOCIATE DEGREE IN COMPUTER SCIENCE, LOS ANGELES PIERCE COLLEGE

4.0 GPA

SKILLS & ABILITIES

- Excellent communication skills
- Proficient in English and Spanish
- Strong Organization Skills
- Exceptional Time Management
- Testing and Calibration Expertise
- Management Skills
- Efficient Product Inventory and Asset Management
- Detail Oriented, Able to multitask effectively
- Adept at Project Planning, Coordination and Management
- Customer Service and Call Center Support
- Individual Training and Support

TECHNICAL PROFICIENCY

- Certificate in Computer and Networking Technologies and Repair
- Microsoft Certified: Azure Administrator Associate
- CompTIA A+
- CompTIA N+
- MCSA Certified
- CHANCE Certified
- 5 Building Excellence Awards
- 6 Safe Driver Awards

PROFESSIONAL REFERENCES

- Joseph Cord – Supervisor @ IGT - (916)798-7539
- Nic Cameron – Evertz Supervisor - (905)630-2858
- RJ Holguin – I.T. Services Customer - (323)376-9469
- Ronald Nochez – Co-worker @ IGT & Evertz - (818)770-0443
- James Gray – Stage Manager - (323)666-5455