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## Rodolfo J Cardiel

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(503) 998-0000  
rodolfocardiel@hotmail.com

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*Highly motivated and skilled professional seeking career advancement in PC Technology, exceptional ability to work under high pressure.*

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### QUALIFICATIONS

◆ Bilingual- Spanish	◆ Troubleshooting	◆ Inventory management
◆ Basic TCP / IP	◆ Confidentiality	◆ MS Office 2003/2007/2010
◆ Hardware and software installation and configuration	◆ Basic Active Directory	◆ Scheduling/ Planning
◆ Knowledge of Windows XP/2007/2008/2010	◆ Multi-tasking expertise	◆ Highly organized
◆ knowledge of Citrix for remote work	◆ Work well in team	◆ Time management
	◆ Analytical and problem solving skills	◆ Office Management

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### PROFESSIONAL EXPERIENCE

<b>CTX COPYTRONIX</b>	<b>Portland, OR</b>
<b><i>Out of Geography Admin</i></b>	<b>04/2018 to Present</b>
Responsibilities included; Contact sister companies or third party companies in other states to request hardware repairs for printers.	
<b><i>Customer Care Technical Rep</i></b>	<b>07/2016 to Present</b>
Responsibilities included; Create service calls on the ticketing system from callers or emails received, remote into users PC's using Teamviewer to change simple settings or create service calls for field technicians for hardware repairs.	
<b>PACIFICA, INC.</b>	<b>Portland, OR</b>
<b><i>IT Support</i></b>	<b>08/2008 to 11/2015</b>
Responsibilities included; Upgrade XP computers to Windows 7 Pro OS, in charge of buying new computers, RAM, video cards and peripherals, set up and configure new PCs, troubleshoot PCs and wireless printers issues, install common software, troubleshoot PCs using RDP, custom Ethernet cables to desired length.	
<b><i>Quality Control Floor Manager</i></b>	<b>05/2015 to 11/2015</b>
Responsibilities included; Check product quality, oversee that production is follow with directions, scan MSDS when received for PC records	
<b><i>Production Manager</i></b>	<b>09/2013 to 04/2015</b>
Responsibilities included; Managed a group of 6 supervisors, planning and organizing production schedules for six different areas, overseeing production process, hiring and firing employees, created excel formulas to facilitate and speed up process, managed employees time sheets.	
<b><i>Production Assistant Manager</i></b>	<b>07/2012 to 09/2013</b>
Responsibilities included: Assist with planning production schedules, create excel formulas, create new skus in database	
<b><i>Inventory Control, Audit Administrator</i></b>	<b>08/2008 to 07/2012</b>
Responsibilities included; Take monthly inventory of products, receive and file invoices	

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### EDUCATION

<b>Portland Community College</b>	<b>2017- 2021</b>	<b>Portland, OR</b>
<i>Associate of Applied Science Degree - Computer Information Systems Network Administration</i>		
<i>Certificate - CIS: Network Admin.: Microsoft Server Admin</i>		
<i>Certificate - Cybersecurity Fundamentals</i>		
<b>ITT Technical Institute</b>	<b>2005-2007</b>	<b>Portland, OR</b>
<i>Associate of Applied Science Degree - Computer and Electronic Engineering Technology</i>		