

Julian Escontrias

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IT professional with successful experience in the information technology field. Proficient in hardware and software maintenance. A solid track record of providing timely positive response to requests regarding computer related assistance. A deep understanding of the general organizational confidentiality policies associated with a I.T. specialist position.

TECHNOLOGY SUMMARY

Operating Systems: MS Windows Legacy and 10, Unix, Linux, OS X, IOS

Hardware: Dell, HP, Mac Pro

Languages: Visual Basic, C, C++, SQL

Software: Office 365, Chrome, Outlook, Acrobat

ACADEMIC SUMMARY

Bachelor of Science Major: Computer Science/Minor: Mathematics

New Mexico State University, Las Cruces, NM

WORK EXPERIENCE

United Parcel Service (UPS) - Henderson, NV

Technical/Customer Support 12/19 - 03/20

- Seasonal Employment
- Provide Technical Support for Website issues
- Assist UPS Store representatives in order tracking

CG Technology - Las Vegas, NV

Technical Support 11/18 - 11/19

- Installation & configuration of a CG Technology's computer hardware operating systems and applications.
- Provide Phone Support for sport book staff and administration.
- Support of the CG sportbook app for Android and IOS devices.

Holo Discovery - Las Vegas, NV

Staff Support Associate 8/16 – 10/18

- Follows instructions of supervisors and assists other team members
- Operate printing, binding, and scanning equipment
- Provide on-call technical support

WORK EXPERIENCE

EWA Warrior Services - Fort Bliss, TX

Engineering Technician II - Secret Clearance 1/15 - 7/16

Field exercise support of systems under testing including setup to breakdown of system
Use of hand tools and multimeter for diagnostics of system under test
Software and firmware updates of system during the testing event.

Combined Technical Services (CTS) - Albuquerque, NM

Data Collector - Secret Clearance 07/14 - 12/14

Input data and reports into assigned computer systems in a timely manner, ensuring that all data points are addressed and accurate
Articulate military style writing when transcribing radio communications into written report

ATAMIR - White Sands Missile Range, NM

Program Analyst - Secret Clearance

04/2012-07/2014

Trained military data collectors and contractor personnel on the proper data collecting procedures
Oversaw training an 8-person team on proper quality control procedures
Tested programs and databases correcting errors and making modifications

Volt Workforce Solutions - Las Cruces, NM

Technical Support Agent 09/2010-03/2012

Provided technical support and customer care for Apple customers that owned iPod, iPhone, and iPads
Provided technical support for clients/users requests, systems backups, printing, routing and other duties

Aerotek - Phoenix, AZ

Order Management Agent (Help Desk) 07/2007-08/2010

Provide Technical Support and Customer Care for customers in an outbound call center
Assist in special projects and meet monthly metrics
Web Portal ticket maintenance
Daily use of different information and item tracking systems