
KEVIN FUENTES

SEATTLE, WA 98133

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Summary

Capable IT Specialist experienced in helping end users correct problems with computer systems, mobile devices and peripheral equipment. Knowledgeable about usability and security concerns. Skilled at working alone to investigate and fix problems.

Skills

- LAN/WAN
- Windows XP/Vista
- Technical Troubleshooting
- DHCP/DNS Ethernet and Firewall proficient
- MS Office proficiency
- Application installations
- Customer service best practices

Experience

- 06/2018 - 06/2019 **JURISTSBAR REVIEW CENTER — Las Pinas, Philippines**
IT SUPPORT SPECIALIST
- Minimize 40% of client stakeholder technical inquiries by providing an easy to see troubleshooting notes on the main pages of our website
 - Collaborated with support team to assist client stakeholders with emergent technical issue and develop effective solutions
 - Commended for quickly resolving complex issues including system crashes, network slow downs, connectivity problems
 - Encourage clients to use online policy management resources, and advised them on how to navigate through provider's website
- 04/2017 - 08/2017 **SOUTHVILLE INTERNATIONAL SCHOOL AND COLLEGES — Las Pinas, Philippines**
IT ASSISTANT (Internship)
- Set up and configured system user hardware and software applications.
 - Installed and configured printers and scanners, resetting default device passwords to prevent cyber attacks.
 - Removed malware and viruses from laptops and desktop systems using specialized software.
 - Disassembled computer systems to troubleshoot and resolve hardware issues.
 - Configured new employee work stations, including all hardware, software and peripheral devices.
 - Maintained inventory of IT supplies by checking and documenting levels regularly.
- 08/2012 - 03/2013 **SOUTHVILLE INTERNATIONAL SCHOOL AND COLLEGES — Las Pinas, Philippines**
STUDENT ASSISTANT

- Administered physical and digital filing systems, keeping records well-organized and easily retrievable by team members
- Assisted group with any clerical need by efficiently handling telephone calls, records management needs and correspondence
- Maintained employee personal files, recruitment files and hourly time record

10/2011 - 05/2012 **GAP – VALLEY FAIR MALL – Santa Clara, CA**

SALES ASSOCIATE, Retail

- Assisted customers by checking POS system to find merchandise at other locations, arranging for shipments and delivery
- Managed cash register operations using POS system including processing sales and returns
- Engaged positively with each customer, providing professional and polite support for sales and service needs.

Education and Training

05/2019 **SOUTHVILLE INTERNATIONAL SCHOOL AND COLLEGES** Las Pinas,
Philippines
Bachelor of Science: Information Technology