



LUIS VARGAS-HERNANDEZ

Technical Support Specialist

San Fernando Valley, CA

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(818)916-0646

WORK EXPERIENCE

I.T. Field Service Technician & Remote Support

Ardent Integrated - Sherman Oaks, CA

July 2020 to Present

- Travel to multiple locations in the Los Angeles area to provide onsite IT support ranging from installation, setup, configuration, troubleshooting and diagnosis of computer, local area network, wide area networks, surveillance equipment and services
- Train users, in-person and remotely
- Network cabling (run & punch down cat5e, cat6, onto patch panels, test, tone & label)
- ZenDesk - Ticketing System, update, follow-up, resolve
- RingCentral - support, configuration
- SolarWinds RMM - Remote Support, System Health Monitoring and Management
- JumpCloud - installation, configuration and user/account management
- Bakpak - configuration & management
- Pakedge - Router, WAN, LAN setup and configuration
- UniFi Network equipment setup, configuration and troubleshooting - WAP's - Switches, CloudKey
- Install, Setup and Configure NVR, DVR including mounting and connecting cameras (LTS Cameras - IP Portal)

Service Desk/Technical Support Specialist

Tek Systems - Snapchat Inc. - Santa Monica, CA

February 2020 to May 2020

- Technical Support Specialist for Tech Lounge in multiple buildings
- IT Support Tech Lounge : peripheral request, real time troubleshooting assistance issues ranging from customer account password reset to computers not turning on, malfunctioning, malware detection & documentation for laptop and mobile devices
- Ticketing system: Jira
- Ticket triaging & escalation SOP
- Inventory management, orders and re-stocking
- Setup and deploy new computers/upgrades & mobile devices
- Security & application compliance ticket follow up, troubleshooting & resolution
- Image/clone/data transfer

- Break Fix/replacement & loaner laptop setup
- Laptop reversal and return logistics SOP
- Offboarding procedures & equipment check-in
- New hire account setup, phone/mobile access setup
- Printer troubleshooting and weekly printer sweeps
- Work From Home/Remote duties: compliance ticket resolution ranging from OS security updates to application updates and data encryption, Tech Lounge Slack channel queue for general customer issues, hardware request order fulfillment
- Software used: JAMF/AirWatch/TrapperKeeper/Confluence/Workday/GSX/Okta-Admin/Google-Admin/LastPass/Text Expander/Slack/Logmein/VMFusion

I.T. Help Desk Support Technician

Keysight Technologies - Calabasas, CA

September 2019 to February 2020

- Sole on-site technician for 2 buildings and 200 users onsite and offsite
- Manage and maintain inventory for all break-fix pc's and peripherals and equipment
- Management of spares and loan pools
- Release>Returns of Desktop/Laptops
- End to end ownership of tickets including regular updates to the service management system and information requests from 3rd party vendors if required
- Installation, configuration and troubleshooting of Workstations and Laptops
- IMAC Requests (Install, Move, Add, Change)
- Setup/OS imaging of new and used PC computers
- Data Migration/recovery and backup
- Disposition of old PC (including wiping of old / defective hard drive to remove data)
- Remote Access setup and support
- Software support, upgrades, troubleshooting and repair
- Ensuring end user application connectivity & functionality
- Help ensure client security compliance (Including AV & Encryption)
- Hardware maintenance support, upgrades, troubleshooting, replacements and repair
- Installation, configuration & support of Keysight collaboration tools
- Printer and scanner support, repair and installation
- Interacting with HP Care pack and Dell Pro support for part replacement

Lead Technical Support Technician Customer Care Specialist

G.H.S. Interactive Security Corp - Woodland Hills, CA

November 2016 to September 2019

Problem solving; identify, isolate, troubleshoot and resolve issues - hardware, software or user error from call center reps, field technicians, customers, multiple departments & branches from across the United States

- Manage tech support ticket queue - prioritizing, managing time sensitive issues and priority clients - alarm.com - rapid response - Security Trax and business website
- Remotely train/educate & live-test security monitoring equipment, features and automation configuration to ensure they were installed and functioning properly in real time with clients
- Understanding multiple security monitoring systems, panels, sensors, life monitoring devices, automation equipment, I.P. / CCTV video monitoring equipment. Experience with both residential and business installations
- Providing thorough documentation/notes for all calls taken including encountered issues, resolutions, account standing details given, billing info. updates and if follow-up is required ticket proper department.
- Developing and/or revising technical support documentation for products and processes to ensure on-going improvements in quality and service. Share knowledge within the team via documentation and on-going training.
- Organizing classroom-style tech support training seminars, Developing digital and print educational material (e.g. videos and manuals) Conducting role-playing activities to develop interpersonal skills (e.g. negotiation, teamwork and

conflict management, listening; attentive and active listening skills. users may not necessarily have technical knowledge, what they are saying and what they are experiencing may not match up with the problem at hand)

- Coordinating service appointments with field technicians & dispatching experience. Process service fee payments and documents
- Provide client with information/documentation on terms of contract

I.T. Multimedia Support Technician

Columbia College Hollywood - Tarzana, CA

May 2019 to August 2019

- Assist with computer hardware and software upgrades for classes and staff.
- Troubleshoot application issues with all computer software, computers, and media between cameras, production equipment, stage lighting system and editing systems.
- Troubleshoot issues with various systems and provide I.T. support during class hours. Programs used: Mac OS X, Windows OS, Adobe editing software, Photoshop, Windows 7, Microsoft Office suite and others.

Cofounder

Collective Media LLC - Los Angeles, CA

January 2015 to June 2018

- Photography, videography, graphics -Select, cut, edit video & photography selects for projects
- Design, configure & manage multiple websites
- Configure & manage multiple social media accounts & design for FB, Instagram, Twitter & email marketing
- Familiar with software like Final Cut, Adobe Photoshop, InDesign
- Adobe Acrobat, WordPress, Microsoft Word
- Excel - my website: www.dgtldao.com Computer

Lead Shop Technician / Assistant Admin

818 PC Service Mac & PC Specialist - Northridge, CA

February 2015 to June 2016

- Diagnose any hardware & software issues
- Diagnosing & identifying problems/issues with client's computer
- Incoming and outgoing remote/phone support for real-time access to client's computers
- Determine client's technical needs & provide them with appropriate solutions
- Schedule appointments with clients for drop-offs & pick-ups
- Disassemble and reassemble Mac/PC laptops & desktops
- Manage incoming & outgoing remote/phone support for real-time access to client's computers
- Breakdown system remove malfunctioning hardware, and install new parts
- Resolve selected issues with smartphones and tablets
- Provide on-site computer repair services to small businesses and private customers
- Formalizing estimates, invoicing & consult clients(s) of recommended services
- Track inventory of new parts, for sale computers and manage RMAs
- Locate & order required parts from vendors for repairs and/or upgrades
- Build custom computers, from high end gaming to basic computers
- Track inventory of new parts, for sale computers and manage RMAs
- Explained features to customers and offered advice on best-fit choices on customers' needs

Online StoreFront & Customer Service Manager/ General Office I.T. Support

VGRush Corp - Chatsworth, CA

September 2012 to August 2014

- Managed online storefronts. Amazon, Ebay, Rakuten, website
- Respond to all customer email inquiries, RMA request & general questions
- Manage custom software for shipping orders, exchanges & returns

- Process all Return Authorization Request for refunds, replacements & shipping.
- General office work, answer phones, file & organize invoices, vendor forms
- Perform general computer tune ups on office computers troubleshoot & solve any issues of office devices

Online Storefront Customer Service Rep. / Shop Computer Technician

Platinum Micro Inc. - Sylmar, CA

February 2011 to June 2012

- Accept customer's desktop & laptop systems for in-store repairs
- Request information & troubleshoot about software and hardware issues & document all concerns
- Built over 150 custom desktops ranging from high end gaming to low end basic
- Diagnosed software issues, installed updated or new software, and remove malicious programs
- Answer all email inquiries for 4 online storefronts/Amazon, Ebay, Rakuten, Company Website
- Issue RMA's, Process RMA's
- Create, process & ship out custom order using Mailware / UPS, USPS, DHL shipping software
- Answer Phones, general office work and organizing

EDUCATION

Some College in Certificate in Computer Repair IT Certificate Networking Certificate, Computer Upgrades Certificate

West Valley Occupational Center - Woodlandhills, CA

March 2009 to June 2014

SKILLS

- **Jira**
- **Video Production**
- **Video Editing**
- **Help Desk**
- **Filming**
- **Microsoft Windows**
- **Computer Networking**
- **Technical Support**
- **Mobile Devices**
- **Remote Access Software**
- **Operating Systems**
- **Remote Access Software**
- **LAN**
- **WAN**

CERTIFICATIONS AND LICENSES

Google Admin Certification

April 2020 to Present

The Google Cloud Certified - G Suite exam verifies proficiency in key features of the G Suite platform:

- Drive
- Gmail
- Hangouts Meet
- Docs
- Sheets
- Slides

Alarm.com Certified Technician

December 2016 to Present

understanding of how to quickly and efficiently install, support, and troubleshoot core Alarm.com products and services.

As an A.C.T. technician:

- Know how to properly install the full suite of Alarm.com solutions
- Understand troubleshooting quick tips to avoid return truck rolls and support calls
- Save time and money with efficient and successful installations
- Provide peace of mind to your customers

West Valley Occupational Center Networking Certificate

June 2014 to Present

CompTIA A+ Certification Service Technician

December 2009 to Present