

Oscar E. Franco

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Education: University of California, Los Angeles - *Bachelor of Arts in Applied Linguistics* - June 2020

Training: CompTIA - *A+ Certification* - July 2021

Experience:

IT Technician

Ohr Hanefesh Church | Sun Valley, CA | July 2020 - Present

- Troubleshoot and maintain church PCs and network; set up and secured a SOHO network
- Currently developing and expanding the church website
- Provide general technical support through software troubleshooting and set up remote sessions via Mac OS and Windows OS
- Identify and replace hardware components for tailored use in the church PCs

IT Support

Sky Windows Inc. | Sun Valley, CA | July 2020 - Present

- Troubleshoot and maintain company's PCs and network; set up and secured a SOHO network
- Developed the company website ([Sky Windows Inc.](#)) and perform general maintenance
- Set up an automated Applicant Tracking System (ATS)

Technical Skills:

- Bilingualism: **Fluent in English and Spanish (reading, writing, and speaking)**
- Hardware: **Identifying, using, and connecting computer hardware components and devices**
 - **Configure and support PC, mobile, and IoT device hardware**
- Networking: **Explain types of networks and connections including TCP/IP, WIFI, and SOHO**
- Mobile Devices: **Install and configure laptops and other mobile devices**
- Operating Systems: **Configure device operating systems including Windows and Windows Server, Mac, Linux, Chrome OS, Android, and iOS**
 - **Administer client-based as well as cloud-based (SaaS) software through various tools such as the command line, client support, and active directory**
- Hardware & Network Troubleshooting: **Problem solve IT infrastructure and networking**
 - **Support challenges while applying best practices for documentation, change management, and scripting**
- Virtualization & Cloud Computing: **Compare and contrast cloud computing concepts and set up client-side virtualization**
- Software Troubleshooting: **Troubleshoot PC and mobile device issues including application security support**
- Security: **Identify and protect against security vulnerabilities for devices and their network connections**
- Operational Procedures: **Follow best practices for safety, data storage, environmental impacts, and communication and professionalism**
 - **Implement basic data backup and recovery methods**