

ITALO M. TASSARA

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CAREER OBJECTIVE

Custom driven, quality focused, self-motivated and committed team player with demonstrated ability in Information Technology. Quality Assurance veteran with extensive experience building, improving and supporting multiple projects, as well as driving customer satisfaction and raising the bar on the customer experience. Detail-oriented Networking Technician with extensive experience in telecommunications, retail and customer service that can troubleshoot highly technical issues with ease and patience. Strong problem-solving, influence and negotiation skills guarantee successful business-to-business sales and positive long-term customer relationships. Looking for an opportunity in a dynamic organization where my skills will be fully utilized.

CORE QUALIFICATIONS

- ❖ Functional knowledge and understanding of IT technology, systems, networks, hardware and software associated with Instructional Technology. Functional knowledge of Information Technology demonstrated by knowledge, understanding and ability to apply principles, concepts, methodology and terminology
- ❖ Strong analysis, troubleshooting skills, design and problem solving skills, along with object-oriented programming experience. Strong organizational skills; ability to prioritize, maintain attention to detail and recognize time constraints.
- ❖ Troubleshoot and resolve technical issues with operating systems, hardware, software, and network connectivity
- ❖ Tag departmental wireless access points, providing them with full network connectivity, and user configuration
- ❖ Strong analysis, troubleshooting skills, design and problem solving skills, along with object-oriented programming experience.
- ❖ Strong organizational skills; ability to prioritize, maintain attention to detail and recognize time constraints.

PROFESSIONAL EXPERIENCE

MRO clerk (Tool CRIB Attendant) | Takeda **2017-2020(Till Covid)**

Key Responsibilities:

- ❖ Interpreted item ledger reports, check tickets for accuracy and enter them and work orders into computer , add new repair parts, tooling and orders from outside vendors to shelf locations and enter them into the Tool Crib system
- ❖ Responsible for managing and reporting cycle counts for inventory control within the guidelines
- ❖ Processed manufactured orders from the Tool Room; Maintains highest accuracy standards
- ❖ Reported to, and performed other tasks as directed by supervisor, and department managers
- ❖ Adhered to the rules/intent of the company safety program
- ❖ Performed other related duties as needed and assigned

Network Tech | Wilsys **(2017)**

Key Responsibilities:

- ❖ Monitor the operational status of networks and systems.
- ❖ Resolve minor systems and network related problems in the Windows operating environments using standard troubleshooting guidelines. Monitor network traffic to ensure continuous operations within the network
- ❖ Terminated fiber connectors/CAT5 & ran networking cables. Installed, tested, and troubleshot VOIP and security cameras. Punched down telephone block.
- ❖ Created and Maintained images of specified systems installed and tested cable and Fiber. Troubleshot network ports and maintenance of cables and LANs analyzed and solved connectivity issues. Monitored Troubleshot and corrected server and network problems. Handled phone calls, walk-ins, or computer generated requests for support
- ❖ Worked with third parties (engineers, systems architects and vendors) to narrow down problems and achieved resolutions. Provided ongoing maintenance and administration for Deployed networks.
- ❖ Provided technical support to customers to resolve and maintain computer operations.

Quality Control Tech | Arecont Vision **(3 years / 2013 - 2017)**

Key Responsibilities:

- ❖ Provided specific direction and feedback to team members and ensure execution of assigned responsibilities in order to maximize line performance in terms of productivity and quality.

- ❖ Helped operators perform them more effectively through training and coaching as needed.
- ❖ Executed corrective action to address performance issues with team members and production resources.
- ❖ Coordinated, communicated and executed all raw material requirements with team members and all departments. Executed scheduled production with team members.
- ❖ Ensured that repairs are being performed online equipment in a timely manner. Identify and communicate mechanical or process issues, which need to be corrected.
- ❖ Communicated suggestions, concerns, and issues from team members to the appropriate people for implementation or consideration. Completed documentation needed to support testing procedures including data capture forms, equipment logbooks, or inventory forms.
- ❖ Identified and troubleshoot equipment problems. Monitored testing procedures to ensure that all tests were performed according to established item specifications, standard test methods, or protocols
- ❖ Positioned, aligned, or adjusted work pieces or electrical parts to facilitate wiring or assembly. Cleaned parts, using cleaning solutions, air hoses, and cloths

91-B Mechanic | California Army National Guard

(9 years / 2008-2016)

Key Responsibilities:

- ❖ Troubleshooted, performed maintenance and major repairs on military vehicles.
- ❖ Operated variety of military vehicles to check for faults and verify repairs.
- ❖ Trained and licensed soldiers in operating military motor vehicles.
- ❖ Performed repairs including removing, cleaning, or replacing parts and systems.
- ❖ Performed preventive maintenance on equipment at scheduled intervals.
- ❖ Maintained accurate records of services performed.
- ❖ Used hand tools such as screwdrivers, pliers, wrenches, pressure gauges, and precision instruments, as well as power tools such as pneumatic wrenches, lathes, welding equipment, jacks and hoists
- ❖ Examined and adjusted protective guards, loose bolts, and specified safety devices.
- ❖ Inspected brake systems, steering mechanisms, wheel bearings, and other important parts to ensure that they are in proper operating condition.
- ❖ Performed routine maintenance such as changing oil, checking batteries, and lubricating equipment and machinery
- ❖ Specialized in repairing and maintaining parts of the engine, such as fuel injection systems
- ❖ Repaired and adjusted seats, doors, and windows, and installed and repaired accessories

SKILLS, KNOWLEDGE AND ABILITIES

❖ Customer Service	❖ Strategic Skills	❖ Communication Skills
❖ Relationship Building	❖ Network Technician	❖ Time Management
❖ Multi-Tasking	❖ Creative Thinking	❖ Trouble-shooting Skills
❖ Helpdesk Support	❖ Computer Technician	❖ Interpersonal Skills
❖ Works Well Under Pressure	❖ Critical Thinking	❖ Management Skills
❖ Decision Making	❖ Strategic Planning & Execution	❖ IT Management Skills
❖ Quality Technician	❖ IT & Technical Skills	❖ Client Satisfaction & Retention
❖ IT Knowledge	❖ Team Building & Leadership	❖ Problem Resolution

EDUCATION& CERTIFICATIONS

CCNA certification 2020
Cisco certification for networking
Certificates in Computer Networks – Burbank Adult School, 2017, 2018
Certificate in Computer Repairs – Burbank Adult School, 2016
High School Diploma, 2004

REFERENCES

Will be available at request