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Work Experience:

08/2018 – Mybinding.com

- Service and maintain binding, sorting, folding machines.
- Pneumatic, Electric, Mechanical, machines
- Train customers to use machines.

10/2017 – 07/2018 MSDD staffing (Xerox corp) – Docuserve Technician / Technical Support

- Cleaning, maintaining, fixing Xerox printers for Los Angeles county offices, Medical, DPSS, Sheriff, Tax collector, Consumer Affairs dept
- Build and install new printers
- Clean and service existing machines
- Replace parts, all consumables, moving parts, flashing software (custom images)
- Create tickets for machines needing extensive repairs or parts needed
- Recover computer user accounts, create backups, reset user accounts
- Reimage computers, via network (PXE), usb
- Passwords resets
- Tech support for network issues
- Liason between in-house IT and end user
- Desktop support for county of Los Angeles offices
- Imaged printers with updated security settings
- Maintain route of several locations across Los Angeles county, from Lancaster to Pomona

08/2013 – 06/2017 Appleone – Customer Service / Technical Support

- Repairing laser engravers and vinyl cutters, replacing boards, power supplies
- Repairing customers machines across Latin America via email, phone, remote access
- Taking control remotely of customers computers to assess and repair laser cutters / engravers via teamviewer
- Setup non networked printers to be shared within networked

06/2011 – 07/2013 Staffmark – Customer Service Representative

- Processing RMA's from distributors
- UPS, Fedex to ship replacement products or parts to customers
- Repairing computers / local IT
- Installing MS Office and training new employees on how to use, Excel, Word
- Configuring and updating customers custom created inventory database, setting up shares / user accounts with different permissions of networked shared database
- Testing products for Creative Labs (MP3 players, Tablets, Sound Cards, Wireless Headphones {Bluetooth, 900mhz}, Usb Cameras, Teleconference equipment {Cameras, VOIP Phones}
- Firmware upgrades on all equipments
- Group training during peak season
- Installing / Mapping new PC's (Win7, Xp), UPS printers, Zebra printers (UPS labels), network scanners / printers
- Setup networked and non networked scanners, non networked made shareable throughout the networked

- Configured handheld scanners to work with inventory database for inventory
- Hardware upgrades (memory, HDD, etc)
- Creating VPN's and subnets based on end customer's needs

12/2009 – 05/2012 Milestone Technologies – IT Logistics Technician

- New user setup
- Attend to tickets or calls in person, at user desk, or remotely
- Imaging & configuring Laptops/Desktops (Win7, Ubuntu) {PXE & USB}
- Shipping & Receiving, UPS, Fedex
- Equipment RMA's
- Ticket generation / handling, in person / email / remotely
- Exceeded time frame provided to handle problem tickets
- Find and implement new software patches, upgrades
- Setup and conducted training / demo sessions, in person conferences, via web for subcontractors and customers
- Equipment recovery
- Repair of Lenovo laptops (memory sticks, hdd, keyboards)
- Recover user accounts, create backups, reset user accounts
- Refurbishing laptops out of parts from several broken units (lcd screens, keyboards, touchpads, fingerprint scanners, etc)
- Disconnect units and rebuilding them for personnel & location moves
- Support for Skype broadcast support division (TV, Radio, Streaming radio) via chat tool, remotely

01/2007 – 10/2009 Blue Air – Warranty Service Coordinator

- Diagnosed commercial grade refrigeration units via phone, email
- Located / Hired technicians
- Microsoft Word, Excel, Access, for customer database, letters, memos
- Maintained / created service call logs
- Created and fulfilled purchase orders to be shipped via UPS, USPS
- Repairing computer network / computers
- Repaired office printers, Xerox all in one machines
- Translator (English / Spanish)

09/2005 – 08/2006 – CCTV.Net – Technical Support

- Support for licensed security system installers (CCTV) only – LAN / WAN based security systems, Cameras, PTZ units, Night vision cameras, Video servers
- Modified / built computer servers / digital video recorders; to customer's requirements (HDD's, Video inputs, Video / Audio capture cards, CD / DVD burning capability)
- Phone (inbound & outbound)
- Installed operating system on new installs (Windows)
- Virtual training sessions (over the internet) for technicians to assist in transition from analogue to TCP/IP systems
- RMA's (return merchandise authorizations) for customers and manufacturer
- Prepared purchase orders to be shipped via UPS, Fedex, Cargo freight

Education:

06/2000 – 07-2002 DeVry University – Long Beach, CA Electronics Technician

1996-2000 Whittier High School – Whittier, CA