

Eddy A Top Curup

116 Anita Rd

Burlingame, CA 94010

Email: eatoptechnician@gmail.com

Phone number: 650-889-9017

<https://www.linkedin.com/in/eddy-top-62832314a>

Skills and Qualities

- Fluent in Spanish And English (Verbal & Written)
- Excellent Customer Service/Call Center Skills
- Ability to Multitask and Work Independent
- Proficient in Microsoft Office
- Professional relationship building with diverse teams and customers
- Remote Support
- Troubleshooting Win and Apple OS
- Java Basics
- C++ Basics
- MatLab Basics
- Ability to make a proficient research
- Skillful in data migration and cloning
- PC and Mac Hardware Installation
- Fiber, Cat 6 & 5 Cabling Installation and termination

Experience

AA Networks, Burlingame, CA | 2019 – 2020

Telecommunication and IT Technician

- Lead and collaborated with team members to problem solve and implement over 10 new fiber and cat 6&5 installations a week.
- Communicated with customers to organize and schedule site-surveys.
- Multitasked running installations and working with IT department to install and repair Pc's, laptops, printers and surveillance cameras.

Dana Inc, Tuniss Computer, Burlingame, CA | 2017 – 2019

Computer Deskside Technician

- Oversaw the computer repair department, working directly with assisting customers in the store, by phone, remotely and onsite.
- Built trust with customers through frequent, friendly, and thoughtful communication.
- Researched and identified new, used, or refurbished equipment necessary to complete repairs.
- Managed, posted and tracked the selling of tech supplies using marketplace platforms and Microsoft Excel.

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Staples, San Mateo, CA | 2015– 2017

Sales Technology Associate/ Deskside Technician

- Self-trained to use and configure the Easytech system to resolve computer issues and iPhone repairs.
- Communicated effectively in Spanish and English with a culturally diverse team.
- Assisted diverse group of customers in search for technological items and services.
- Reported end of the day sales to supervisor

Oceano Hotel and Spa, Halfmoon Bay, CA | 2011-2015

Houseman and Banquets Leader

- Coordinated and set up over 8 weddings and events a month.
- Lead and supervised a diverse banquets team in both Spanish and English to serve on wedding's, business events and business meetings.
- Interacted with a diverse group of cultural guests, providing room services, and bar tender as needed.

Education

Current **Bachelor of Science in Industrial Engineering, Undergraduate classes** | College of San Mateo, Canada College, Skyline College, CA

2014 **Accounting Certificate**
College of San Mateo, San Mateo, CA

Professional Development

Current **System Administration and IT Infrastructure Services** | Coursera

Interests

- Listen to Spanish and English music.
- Outdoor activities such as camping hiking and cross trail running.
- Assist in community activities.