


David Alcantar

Professional IT Technician

Creative, energetic and solution-oriented IT technician with over 10 years of hands on experience. I thrive on being efficient and open minded while providing friendly support to make my company not only competitive, but profitable.

 Davida2592@gmail.com

 Orange, CA

California Faucets Operations Support Technician – 2015 to 2020

- Responsibilities: administration, installation, troubleshooting, repair, migration, user training, upgrading hardware & software, networking, remote desktop support, how to guides, and maintaining a trouble ticketing system.
 - Dell workstations and laptops, Windows Server 2008 R2 to 2016, DNS, Active Directory, GPO, DHCP, file & printer server, Office 365, Sonic WALL, NetExtender VPN, Express VPN, On-site phone system PBX, VoIP, CCTV, Ruckus WIFI, Honeywell C60 Mobile Devices, iOS & Android phones, RICOH & HP printers, ZebraNet, Windows 7 Pro & 10 Pro, MAC, Solidworks 2017 & 2018, FoxIt reader, Shadow Protect, Carbonite, ConnectWise, Adobe Photoshop & Acrobat.
- Additional responsibilities: research and implementation.
 - WIFI, Cloud based phone system, production scanners & mobile devices, wireless bridge, servers, firewall, backup & disaster recovery, cyber security, production printers, and Windows 10 migration.

Associated Builders and Contractors IT Help Desk & Data Entry – 2010 to 2015

- Responsibilities: troubleshooting, user training, how to guides and data entry.
 - HP and custom-built computers, Windows XP & 2K, CNG Conversion Software, Adobe Photoshop, and Office 2010.

Additional Talent

- Inventory control, data entry, troubleshooting Zebra POS scanners, troubleshooting Zebra Direct & Trans thermal printers, proficient using code 39 128 & UPC, Epilog Laser Etching equipment repair & operation, forklift operation, and freight shipping.

Achievements

- Increased efficiency of California Faucets shipping department by 75% with zero budget increase.
- Implemented ABAS ERP, WIFI and mobile device solutions for California Faucets.
- Migrated SolidWorks 2017 to 2018 for California Faucets.
- Implemented Wireless Bridge solution for California Faucets.
- Reduced Cyber vulnerability by 70% through user training and phishing campaigns for California Faucets.
- Implemented CNG Conversion software for Associate Builders and Contractors.
- Merit from State of California Department of Industrial Relations
- Certification of Appreciation for Implementation of California Faucets ABAS ERP

References

- Customer Service Manager for California Faucets Sheri Iatzko. Cell (808) 633 – 3043.
- IT support for Enhanced Tech Rick Jackman. Cell (949) 873 – 3288
- Owner of PVD Coatings Juan Beccera. Cell (714) 231 – 8575
- Director of Education for Associated Builders Contractors Lori LeVair. Cell (714) 504 – 7399