Stephen Crised L. Landicho

Energetic IT Support Technician ready to undertake challenging technical support triage duties in demanding environments. Cognizant of when to go hands-on with issues and when to delegate support calls to appropriate personnel. Eager to apply personal technological expertise to support tasks and keen technical judgment to fast-paced personnel delegation.

Reno, NV 89502
(408) 223-5386
slandicho231@gmail.com

EXPERIENCE

Nettouch Consulting, Concord, CA — *IT Help Desk Support*

NOVEMBER 2019 - JULY 2021

➔ Configure, setup and manage clients' workstations. Provide field technical support to business clients when problems arise. Coordinate efforts of other team members on large projects as needed. Provide onsite and remote Tier-1 & 2 support to clients. Responsible for entering time into the ticketing system as it occurs. Show expertise with current and legacy MS desktop products, Active Directory, small business applications and small business networking.

➔ Demonstrate expertise with Windows OS, Microsoft Office, Virus protection software, Backup systems and tools. Experience with Remote Desktop or other remote assistance. Experience using and/or troubleshooting Microsoft Windows XP/Vista/7,8,10 and Office 365. Familiarity with SharePoint., Lync WebEx, BMS, Jira, LOGMEIN, VSA and Kaseya. Familiarity with LAN/WAN, IP networks, PC/workstation and server environments.

➔ Experience working with Mac OS, Linux OS/Open Source OS. Understanding of support tools, techniques, and how technology is used to provide IT services.

OpenEdge Payments, Newark, CA — *Technical Support*

JUNE 2019 - NOVEMBER 2019

➔ Troubleshoot payment industry hardware including pin pads, card readers and countertop terminals. Troubleshoot payment industry methods of payment including credit card, check, gift, loyalty and Private Label. Escalate matters as appropriate. Assist in improving procedures and efficiency. Work efficiently and professionally with other departments and vendors.

➔ Research and maintenance of POS and Payment Gateways. Supported Deployment Rollover. Process equipment supply orders as necessary and ensure all orders are deployed accurately and in a timely manner.

SKILLS

Problem solving skills

Willingness to learn

Positive attitude

Strong work ethic

Self-confidence

Flexibility and Adaptability

Attention to detail

CERTIFICATIONS

Google IT Support Professional Certificate, obtained thru Coursera. Spring 2019

CompTIA A+, obtained thru Sacramento City College. Fall 2018

LANGUAGES

Both Fluent in English and Filipino/Tagalog

Basic understanding of Spanish and Japanese

Milestone Technologies, Fremont, CA — *IMAC Technician*

MARCH 2019 - JUNE 2019

➔ Knowledge of a variety of current PC hardware and computer peripherals. Ability to proficiently disconnect/reconnect PC workstation and peripherals in a timely manner. Ensured equipment is accurately labeled with origination/destination information. Experience in using power drills and hand tools.

➔ Basic L1 Help Desk knowledge. Basic knowledge of server environment. Able to rack and stack servers, install rail kits and monitor arms. Basic Cable management skills.

EDUCATION

Sacramento City College, Sacramento, CA — *Information Systems Security, A.S.*

DECEMBER 2017 - FEBRUARY 2019

★ This program prepares IT professionals to apply knowledge and experience in risk management and digital forensics to safeguard infrastructure and secure data through continuity planning and disaster recovery operations.

Cousera, Virtual Location — *Google IT Support Professional Certificate*

DECEMBER 2018 - MARCH 2019

★ This program includes over 100 hours of instruction and hundreds of practice-based assessments, which will help simulate real-world IT support scenarios that are critical for success in the workplace.