

# Italo Tassara

## IT Help Desk Technician

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### Italo Tassara

Glendale, CA

818.815.8481

itassara86@gmail.com

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### Skills

- CCNA
- Active Directory
- Basic Linux
- IT support
- Windows system/server experience
- Windows support 7/8/10
- Bilingual
- Military Veteran

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### Experience

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A dedicated computer network professional with 4 years experience in Information Technology. Military veteran, goal oriented with strong analytical skills and an aptitude to learn and apply new technologies quickly and effectively. Looking for an opportunity to become part of a leading organization and further develop my skills and use my experience, knowledge of new IT methodologies to provide quality customer service for the growth and success of a company.

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#### LAUSD/TomDan / Help Desk Tier 1

July 2021 - December 2021, Los Angeles

Extensive experience setting up installing and repairing desktops, laptops, printers and modems. Troubleshoot tier 1 issues in Active Directory such as password resets and creating users and group policies. Skilled communicator able to work with a wide range of end users and diagnose and resolve complex technical issues. Support for Windows 7/8/10, hardware, software, google drive, POS systems, creating and filing reports. Support and troubleshoot Office365 migration for internal and remote users with their corporate device and mobile phones. Provided first point of contact for users needing technical support when handling calls and allocated appropriately to the IT team.

#### Takeda / Tool Crib Attendant

January 2017 - March 2020, Los Angeles

Interpreted item ledger reports, check tickets for accuracy and enter them and work orders into computer tool crib software. Create cycle count and inventory reports.

#### Wilsys / Network Tech

June 2014 - December 2016, Van Nuys

Terminated fiber connectors/CAT5 and ran networking cables in buildings. Installed, tested and troubleshooted VOIP and security cameras. Punched down telephone block. Troubleshoot and resolve system and network related problems. Worked with third parties (engineers, system architects and vendors) to narrow down connectivity problems and achieve resolutions.

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**Education**

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**Burbank Adult School / Cisco Certified Network Associate 2020**

**Hoover High School/ High School Diploma**  
2004

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**Reference**

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Hanzel Carcamo - Operations Manager	562.735.7917
Chris Sthioul - Account Manager	714.760.2630
Charles Duncan - Army Sgt	818.480.0812