

STEVEN MONTIEL

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TRAINED COMPUTER TECHNICIAN

Solutions-oriented Computer Technician trained at the Computer Technology Program in Berkeley. Demonstrated ability to analyze, evaluate, and resolve hardware and software issues. Skilled in software installation, network administration, and hardware configuration. Qualified to repair Windows systems. Ability to work effectively under minimal supervision.

KEY SKILLS:

COMPUTER REPAIR

TROUBLESHOOTING

HARDWARE CONFIGURATION

SOFTWARE INSTALLATION

INVENTORY MANAGEMENT

INFORMATION TECHNOLOGY

SYSTEM DISASSEMBLY

NETWORKING

SECURITY

EDUCATION & TRAINING:

Certificate, Computer Technologies Program, Berkeley, CA

Completed December 2020

- Learned IT/Technical skills that has prepared me for roles in Helpdesk Support and System Administration. Received training in troubleshooting, computer networking, security, cloud services, etc.

General Education Coursework, Berkeley City College, Berkeley, CA

High School Diploma, El Cerrito High School, El Cerrito, CA

PROFESSIONAL WORK EXPERIENCE:

Computer Technician (Volunteer)

5/2021 – Present

RRR Computers, Oakland, CA

- Volunteers for an organization that connects underprivileged children with computers.
- Troubleshooting, repairing, and refurbishing donated computers turning e-waste into life-changing opportunities for youth in the Bay Area.

Package Handler

4/2019 – 4/2020

FedEx Express, Oakland, CA

- Worked quickly and efficiently in a team environment to meet strict deadlines and quotas while maintaining high quality standards.
- Loading containers into trucks and airplanes while using keep attention to detail skills to ensure accuracy. Performed troubleshooting when boxes were jammed in the machine.

Animal Care Volunteer

7/2018 – 8/2018

The Milo Foundation, Richmond, CA

- Cleaned animal cages and other areas of the building.
- Walked dogs and provided training and socialization.

Disability Class Volunteer

3/2018 – 6/2018

El Cerrito High School, El Cerrito, CA

- Tutored and assisted children individually or in small groups to help them master assignments and to reinforce learning concepts presented by teachers.
- Taught social skills to students. Supervised students in their environment.