

Tyler Guzman

I.T. Technical Support Associate

Experience

Michael's Transportation, Vallejo CA - I.T. Associate

2018 - Present - Full time

Responsibilities:

- Mobile Device Management and apps for over 200 company phones
 - IBM Maas360, Keeptrucking, Team on the run,
- Managed GPS tracking for over 250 company Vehicles
 - GeoTab
- Managed Voip company wide and at all locations.
 - Nextiva, Comcast business, 8x8, AT&T
- Migrated entire company to Windows 10 from Windows 7
 - Webroot, kasaya, Zoho, Quickbooks, Office 2019, ect.
- Provided excellent communication skills and service for internal and external clients
 - Helpdesk ticket system, Google workspace, Remote desktop
- Maintained and expanded network and access control
 - Wifi, Vsaccess,
- Minor Server management
 - Installation, backups, Windows Server 2019
- Developed and managed online training platform website
 - Moodle, Joomla, Codeguard, Cloudflare
- Managed billing and equipment with various venders
 - Tmobile, Verizon, Comcast, Dell, CED, ect.
- Installed bus video surveillance equipment and managed recorded footage
 - 15 Buses for California School of the Deaf

Involia, Vallejo CA - I.T. Associate

2019 - Present - Part time

Projects & Clients:

- Britesmile Family Dental, Fairfield CA
 - Installed, configured and supported their entire I.T Infrastructure: network, workstations, Server, ISP, and all software..
- MD Telehealth & Urgent Care in Benicia and Napa CA
 - Installed, configured and supported their entire I.T Infrastructure: network, workstations, ISP, and all software.
 - Complete office layout rebuild - demolition, framing, drywall, flooring, minor electrical, painting, furnishing, network, Equipment, etc.

UBER - Bay Area

2017

Drove for UBER as a driver around the Bay Area

Cracker Barrel - Florida

2010-2015

Worked as a server for to pay for College

Pensacola Christian College - Florida

2014-2016

Studied Electrical Engineering for 2 years.

Certifications:

- Google I.T. Support - to be completed Dec 2021

Personal Info

Phone:

707-567-1379

Email:

Expositoryengineering@gmail.com

Key Skills:

Problem Solving

Software Troubleshooting

Self-Starter Mentality

Interpersonal Communication

Device Management

Self-Taught

Time Management

Creative thinking

Strives for excellence

Integrity

Skills In Development:

Web Developer

- HTML
- CSS
- Javascript
- PHP

Languages:

English

ASL Sign Language