

William Padilla

SKILLS

Computer Repair – Networking (A+ Certification) – Microsoft SQL & SSRS – Manhattan SCALE (WMS)–
Active Directory – Experience managing Virtual and physical servers

EXPERIENCE

Pillow Pops, Commerce, CA

January 2021 – Present

Help Desk IT Technician

- Worked with WMS (Manhattan) front end and back end (configuration)
- Managed Microsoft SQL writing queries to retrieve data, build reports in SSRS

Crown City Medical Group/Transport Assist, Pasadena, CA

March 2020 – January 2021

Help Desk IT Technician

- Created new user profiles for new employees along with company email accounts on company servers or Microsoft Exchange servers
- Deleted accounts for terminated employees
- Managed and maintained physical and virtual servers for several locations
- Worked with Active Directory to apply certain policy restrictions to the clinic computers and internal users
- Provided remote end user support using tools such as TeamViewer, LogMeIn and AnyDesk
- Used VSphere to log into virtual servers
- Set up workstations and moving them around this includes PC, monitors, sound system, printers, etc.
- Configured and installed software to desktop and laptop for remote end users
- Installed and configured VOIP phones
- Troubleshoot VOIP phone servers as well as assigned new IP addresses
- Managed the office network for several locations

Basic Fibers Inc, Los Angeles, CA

April 2017 – March 2020

Inventory Manager

- Coordinated shipping and receiving times with several carriers
- Managed and oversaw inventory control
- Managed and oversaw 3-10 employees
- Reviewed data for departmental purchases expenses, and materials shipped
- Maintained the work area and equipment in a clean and orderly condition
- Contributed and adhere to safety regulations and quality
- Ensured quality of final product
- Reported defective materials or questionable conditions to the OP/VP

- Communicated status of operation in a timely manner to OP/VP including any safety and/or process problems

EDUCATION

Southwest College, Los Angeles, CA — A.S., Expected Graduation 2022