

RENE SANCHEZ

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OBJECTIVE | Seeking an environment that will allow me to utilize my experience in IT/Technical Support to become an important asset to the company.

SKILLS & ABILITIES

- Associates in Computer Science
- Network+ (August 2019)
- Ability to multi-task and meet deadlines
- Excellent Communication
- Determined Problem Solver
- Responsible and Dependable
- Passion for Troubleshooting
- Help Desk Specialist
- Programming Experience
- Windows XP/7/8/10
- Server 2016
- DHCP/VPN/DNS/IPv4/RDP
- Active Directory
- Microsoft Office 2003/2007/2010/365

EXPERIENCE | **Technical Support/Technician - SECO-LARM, Irvine, CA,**
Feb 2018 - Present

Excelled at providing technical support for a worldwide network of access control distributors/integrators/installers. Answered high volume calls in both English and Spanish where I worked with the customers to troubleshoot a wide range of issues regarding Security and Access Control. In charge of the RMA (Return Merchandise Authorization) department where I tested every product that came in against its specifications and intended purpose to authorize a return or replacement. Part of the product development team, where I thoroughly tested new samples and worked with our engineers overseas to bring the product to market.

Apartment Renovation Assistant - Reliable Renovations Corona, CA
March 2015 - November 2017

Duties included renovating apartments and getting them ready to rent out. This included demolitions, flooring, plumbing, cabinet installation, sanding, prepping, painting, and cleaning of the apartments so that they look as new as possible for the client.

Remote Service Technician, Support.com
December 2013 - Jan 2015

Provided technical support for customers with subscriptions to support.com. Worked from home and answered calls to resolve software, hardware, wan/lan, router/wifi issues via telephone and remote connection.

Desktop Support Technician, Walz Group, Temecula, CA
January 2009 - November 2012

Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations. Graduated to Tier 2 level helpdesk requests that allowed me to focus on the company's infrastructure side (servers and network devices)

Office Administrator, Southern Carts Maintenance, Anaheim, CA
January 2007 - August 2008

Rapid technical support of PC's, made/received phone calls within the marketing department, prepared and updated invoice orders, trained new employees, network administrator, provided customer service via e-mail, fax, or telephone

REFERENCES

Astolfo Ocano
Manager – Walz
Group
951-491-6800

Maria Barron
Supervisor -
SCM
714-609-4458

Adrian
Supervisor – Reliable
Ren.
714-650-7316