

# Sergio Vallejo

Information Technology

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415-840-6736

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Skilled technologist with solid analytical, problem-solving, and critical reasoning skills. Experienced program manager and proven leader possessing diverse customer background in collaborative and multi-cultural work environments. I am a self-motivated individual committed to lifelong continuous education and professional development, currently seeking opportunities as an IT Technician or Desktop Support.

## SKILLS SUMMARY

- **Hardware:** Laptop/Desktop repair
- **Software:** Office 365
- **Operating Systems:** Windows, macOS, Linux, Android, iOS
- **Networks:** Troubleshooting and configuration
- **Security :** HIDS, Nmap, Nessus, Wireshark
- **Languages:** HTML5, CSS3, JS, PowerShell

## PROFESSIONAL EXPERIENCE

### IT EXPERIENCE: 3 years of IT Technical Support experience

#### UC San Francisco

Intern | San Francisco | March 2020 – May 2020

- Diagnosed, installed and replaced hardware on laptops and desktops (Dell).
- Troubleshoot and provided end-user assistance.
- Imaged laptops for remote work during COVID crisis.
- Assisted on computer deployment for refresh project.
- Supported Windows, Mac, and iOS.
- Active Directory

#### Respect Your Mouth – Dental Office

IT Technician | San Francisco | January 2018 - present

- Diagnosed, installed and replaced hardware on desktops (Dell).
- Troubleshoot and provided end-user assistance.
- Set up backup system
- Dentrux Software troubleshoot
- Customer education
- Network support

### HOSPITALITY EXPERIENCE: 10 years of customer service

**Acquolina** Ristorante | *Server* | SF | Jun 2019 – Feb 2020

**The Pawn Shop** | *Lead Server* | SF | 2019 – Feb 2020

**F.E.A.S.T** – Pop up Restaurant | *Server* | SF | 2019

**BESO** | *Assist. Manager/Lead Server* | SF | 2016 – 2019

**Balompie Cafe** | *Server* | SF | 2014 – 2016

**Ristorante Specchio** | *Server* | SF | 2009 – 2014

#### Major Contributions

- Acted as GM in the absence of the Owner.
- Coached and trained employees in areas of guest service, food up-sell, and service.
- Assisted and contributed with the coordination of private events.

### PUBLIC SECTOR/RESEARCH: 8 years of experience managing projects

#### CETMO Centre for Transportation Studies for the Western Mediterranean

*Program Manager* | Barcelona, Spain | 2000 – 2008

- Co-authored 13 major publications.
- Helped to lay the intellectual foundations of modern transportation intermodality in Spain
- Received strong feedback from companies in Spain and Latin America regarding CETMO research and publications.
- Expanded organizational capacity of the CETMO Foundation.

## EDUCATION & CREDENTIALS

#### BA in Political and Administration Sciences

Concentration: International Relations, Government Affairs.  
Universitat Pompeu Fabra, Barcelona, Spain

#### BA in Public Management and Administration

Concentration: Local Government, Government Affairs.  
Universitat Pompeu Fabra, Barcelona, Spain

#### CERTIFICATIONS

Cybersecurity Certificate | CCSF | currently enrolled  
Responsive Web Design | freeCodeCamp | 2019  
General Business | CCSF | 2015

#### INDUSTRY CERTIFICATIONS

CompTIA A+  
CompTIA Network+  
CompTIA Security+  
MTA Windows Operating System  
MTA Networking Fundamentals

#### LANGUAGES

English, Spanish, Catalan, French (Intermediate), Italian (Intermediate)