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Michael Alexander Delgado

I am highly innovative with proven expertise in assessing client needs and offering strategic solutions for end users. Proven success in computer hardware and software, workstation setup, repair of other electronic equipment, strong technical background, problem-solving and IT skills.

PROFESSIONAL EXPERIENCE

Resurgence IT (MSP)– Valencia, CA

November 2020 to Present

Level II Network Support Field Tech

- Responsible for providing technical support to all types of clients as an MSP
- Worked with a wide array of Admin portals for supporting users such as office365, zoom, adobe, Unifi controller, Datto, WatchGuard, Domain Controller
- Setting up VoIP systems for users through zoom, finality, etc.
- Remote support for users through TeamViewer, Quick Assist, Zoom
- Travel to many clients to provide onsite support from setting up a new computer workstation to troubleshooting the network
- Collaborate with other team members to resolve solitons
- Install dropdown and terminate cables
- Head of troubleshooting Apple devices
- Repair computer to working conditions
- Clone drives from HDD to SSD to provide higher productivity for a user computer
- Troubleshoot hard drive failures
- Wi-Fi troubleshooting
- Troubleshooting printers
- Contract ISP's vendors for additional support for clients

The Help Group School – Sherman Oaks, CA

September 2018 to October 2020

Information Technology Specialist

- Responsible for providing technical support to all executives and staff on campus
- Setting up new user workstations and user accounts
- Collaborate with my TI team on completing tickets using SpaceWorks
- Making step-by-step tutorials for troubleshooting on mobile devices
- Ensuring all computers have the latest applications and updates
- Responsible for providing technical support to stakeholders on campus, including networking of all classrooms technological equipment to enhance learning, and setting up of work stations
- Collaborating with executives to implement a new CRM software solution for more effective donations for the school
- Maintained and repaired all school technology, hardware, and software including: Windows 8 and up; Mac OS 10.8 and up, iPad devices, and chrome books

- Responsible for fixing and recovering data on devices
- Remote accesses support for users
- Setting up the sound system and wireless microphones for school productions
- Setting up VoIP systems for users
- Effectively help users with their technical needs or question

LAUSD: Sylmar Leadership Academy – Sylmar, CA

January 2016 to June 2018

Information Technology Administrative Assistant

- Responsible for the installation of a new technology system to include: CAASPP state test program (Math/Reading/Language Arts), Citrix for payroll approval by printable, Final Grades, Individual Education Plan (IEPs), 130 PC laptops for state testing
- Responsible for providing technical support to all stakeholders on campus which included Networking of all classrooms technological equipment to enhance learning, and Setting up of work stations.
- Planned workstations with appropriate technology for teacher and student use
- Guaranteed classroom equipment was appropriate for student learning
- Collaborated with teachers to determine effective software use for the classroom
- Repair or replace a microphone system in the classroom for teachers to better support student hearing
- Created and installed an active computer lab for students to access online software to improve proficiency in all academic areas and keyboarding
- Maintained and repaired all school technology, hardware, and software including: Windows 7 and up; Mac OS 10.8 plus, iPad devices, chrome books, Lenovo's and apple laptops
- Ensuring all computers have the latest applications and updates
- Guaranteeing all training room equipment is operational
- Responsible for professional development in the use of the following: Chromebooks, CAASPP State test administration, Various applications for classroom instruction, SmartBoard tech equipment use, and all other classroom technology and how to apply it to student learning

Univision34 – Los Angeles, CA

January 2014 to Present

Freelance Photographer

- Archived historical prints, costumes, tapes, and newsletters
- Accountable for award shows, set shots, and corporate events
- In charge of photography at special events such as the 2018 Gubernatorial Forum, Job, Education and Health Fairs, Entrepreneur Summit 2018, and Latin Grammy's
- Responsible for professional headshots of talent and employees
- Enhance photos by editing and photo shopping
- Collaborate with producers on required photos and images for future promotion

Mel Pierce Camera Store in Hollywood

May 2011 to 2015

- Oversaw customer service, online sales and shipping
- Provided customers services on in helpful tips on photography and use of equipment
- Offered packaging and shipping assistance for online Amazon sales

TECHNICAL SKILLS

Operating System/Software: Office365 Admin, Zoom Admin, Dropbox Admin, Azure, Mac OS 10.8 and up, Windows 7, 8 and 10, Install Mac OS, Windows and Linux, Data Recovery, Data wiping, Microsoft Office 365), Microsoft SQL, Adobe Photoshop, and Adobe Lightroom, Knowledge of Microsoft Office Suite (Excel, Word, Access, and PowerPoint), skype, Final Cut Pro X, Motion 5, update OS, Amazon sales platform, ebay sales platform, google drive, airwatch, video editing

Hardware: Troubleshooting, Wireless, Network Cable Install, iPad repairs, Computer repairs, Computer hardware, projector repair, printer install/Setup, sound system setup, Mac computer set up, Chromebook, repaired Ethernet cables, installed desktop computers, computer backups, camera gear and lighting, soldering

EDUCATION

Liberal Studies BA

December 2017

Information Systems Minor

California State University, Northridge, CA

Campus Involvement

MISA

October 2016 to December 2017

Historian

Document and photograph every Wednesday meeting. research, study, and write about the past meetings, collect member feedback data and analyze to progress future meetings.

EXTRACURRICULAR ACTIVITIES

PADRES Contra El Cancer

June 2000 to 2014

A not for profit organization that serves children with cancer and their families.

Volunteer at PADRES events. Donated photography services for family events