Leonard De La Rosa

La Mirada, CA
leodelarosa562@gmail.com
562-358-9612

I am a hard worker who is persistent at getting the job done. I am a problem solver and will work hard to get past any obstacle. I enjoy learning from others.I believe in being a team player and will thrive under pressure. I am looking for an opportunity to grow within a company.

#readytowork

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

PC Technician/Help Desk
Pc refurbished repair - Paramount, CA
February 2019 to Present

-Guide customers on the phone and explain how to setup a computer first time.
- Walk thru on the phone and troubleshoot computer problem and provide solution.
- Check, test and process RMA for returned computers for refund or replacement
- Troubleshoot computer and provide replacement part to customer
- Build a replacement computer in warehouse to provide replacement for returned computers. This job includes; REPLACE Processor, Memory, Hard Drive, DVD and other internal parts and deploy Windows image to Computers.

Containment Specialist
RMG Building - Pomona, CA
May 2018 to June 2019

My job as a carpenter/labor entitled the building and repairing of building projects and other structures. I consulted daily with clients/contractors, to include providing supervision to contractors hired on by my company. I acquired skills in installing doors, windows, taking measurements, and providing supervision to subcontractors regarding safety/hazardous regulations.
I ensure all codes are meet, and that it is a safe working environment for the hospital's patients.

Laborer
Go-Staff Inc - Anaheim, CA
May 2017 to April 2018

I did manual Labor and office work. I'm responsible for showing up to work on time and to maintain a safe working environment at all times.

Customer Service Representative
Aramark - Anaheim, CA
March 2011 to February 2017

Responsible for ensuring customers expectations are meet and that they have a good personnel experience with the Aramark company. I answered questions, directing customers to the right departments, data entry, and greeting customers.

Education

Computer Hardware and Software Technician in Computer Security and Networking
Long Beach City College
June 2017 to December 2018

High school or equivalent in Computer Security and Networking
Tracy High School - La Mirada, CA

Skills

- Troubleshooting and Configuring the following: Vmware, Active Directory, Firewalls, Routers, Switches, Installing and Configuring Windows 10, Configuring devices, Performing Post Installation Configuration, Implementing Windows in an Enterprise Environment, Configuring Networking, Configuring Storage, Configuring Data Access and Usage Implementing Apps, Configuring Remote Management, Configuring Updates, Monitoring Windows, Configuring System and Data Recovery, Configuring Authorization and Authentication, and Configuring Advanced Management Tools (2 years)
- Desktop Support (2 years)
- Information Technology (2 years)
- Networking (2 years)
- It Specialist (2 years)
- Comptia
- Certification
- Linux
- Apple
- Computer Repair
- Help Desk
- Pc Support
- DNS
- TCP/IP
- Network Support
- LAN
- Microsoft Windows Server

Certifications and Licenses

Computer Hardware & Software Technician
Present

Certificate for completion in Computer Hardware Fundamentals, and intro to IT Concepts & Apps from Long Beach City College.

Certificate of Completion: Introduction to Cybersecurity course
For completing the Cisco Networking Academy. Introduction to Cybersecurity course demonstrating the
ability to explain the following:

-Global implications of cyber threats
-Ways in which networks are vulnerable to attack
-Impact of cyber-attacks on industries
-Cisco's approach to threat detection and defense
-Why cybersecurity is a growing profession

Microsoft Technology Associate
Present

MTA Security Fundamentals
Present

CPR/AED

Microsoft Word

Microsoft Excel

CompTIA A+
February 2019 to February 2022

Earners of the CompTIA A+ certification are proven problem solvers who are able to
perform critical IT support tasks including device configuration, data backup and
recovery, and operating system configuration. CompTIA A+ certified professionals
have demonstrated baseline security skills for IT support roles and are able to detect
and remove malware, address privacy concerns, and troubleshoot core service
challenges.
Skills
Cloud Computing, CompTIA A+, Cybersecurity, Hardware Configuration, Hardware
Troubleshooting, Help Desk, Linux, Mac Support, Mobile Device Support, Networking,
Operating Systems, Software Troubleshooting, System Backup and Recovery, Systems
Administration, Technical Support, Virtualization

Driver's License

TestOut Server Pro
May 2019 to Present

I have demonstrated my ability to perform installation, configuration, and management tasks using the
Windows Server 2016 operating system.
• Storage Services
• Network Services
• File and Print
• Virtualization
• High Availability
• Active Directory
• Group Policy

Additional Information

I received a Computer & Hardware Technician Certificate from Long Beach City College. I currently have an A+ certification. I am a problem solver, and I work well in a team environment. I have worked with and completed college classes for Microsoft PowerPoint, Microsoft Excel, Microsoft Access, and Microsoft Word.