

Carlos A. Duran
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Work Experience:

May 2019 – Current Sengfeng Laser

- Repair/Install laser engravers, cutters
- Light warehouse work as needed

08/2018 – 04-/2019 Coffee Machine Depot

- Repair/Refurbish Coffee / Espresso / Latte machines
- Shipping and Receiving

10/2017 – 07/2018 MSDD Staffing (Xerox corp) – Cleaning, maintaining, fixing Xerox printers for Los Angeles County offices, Medical, DPSS, Sheriff, Tax collector, Consumer Affairs dept, etc.

- Build and Install new printers for clients
- Clean and service existing machines
- Replace parts, all consumables, moving parts, flashing software (custom images)
- Create tickets for machines needing extensive repairs or parts ordered
- Maintain record of tickets up to completion, also completed them once parts available
- Recover computer users accounts, create backups, reset user accounts
- Reimage Mac's, OS X via network (PXE) and user with backup on new replacement laptop
- Assisted end users to password resets, user account lock-outs, network issues
- Assisted end users on location to hardware failures and network issues
- Liason between in-house IT and end user
- Desktop support for the County of Los Angeles, Tax Collector, DPSS - Medical, IHSS, Children and Families, LAFD (fire dept) as the project progressed
- Imaged Printers with updated security settings
- Maintain route of several locations across all of Los Angeles county, from Lancaster to Pomona

08/2013 – 06/2017 Appleone – Customer Service / Tech Support

- Repairing laser engravers and plastic cutters. Replacing main boards / power supplies / cutters. Updating firmware on in-house machines and to customers machines remotely.
- Repairing customers machines across Latin America via email, phone, remote access.
- Taking control remotely of customers computers to assess and repair laser cutters / engravers and plastic cutters via Teamviewer.
- Setup non networked printers to be shared within network.

06/2011 – 07/2013 Staffmark - Customer Service Representative (contracted only for CEVA Logistics)

- Processing RMA's from Distributors.
- UPS, Fedex to ship replacement products or parts to customers.
- Repairing computers / local IT.
- Installing MS Office and training new employees on how to use, Excel, Word.
- Teaching new employees to create or modify macros for individual use.

- Kept database for end customer to be aware of any issue with products, manufacturing or repeating customer abuse.
- Configure and update Customers custom created inventory database, setting up shares / user accounts with different permissions of networked shared database.
- Testing products for Creative Labs (MP3 players, Tablets, Sound Cards, Wireless Headphones {Bluetooth, 900mhz}, USB Cameras, Teleconference equipment {Cameras, VOIP Phones}). Testing via software and function testing.)
- Firmware upgrades on all equipment.
- Group training during peak season.
- Installing / Mapping new PC's (Win7, XP), UPS printers, Zebra printers (UPS labels), network scanners / printers.
- Setup non networked printers to be shared within network.
- Setup networked and non network scanners, non networked were also made shareable throughout the network.
- Configured handheld scanners to work with inventory database for inventory.
- Hardware upgrades when needed for new project, (memory, HDD, etc.).
- Creating VPN's and subnets based on end customer's needs.

12/2009-05/2012 Milestone Technologies - IT Logistics Technician - Disconnect / Reconnect Technician {Google direct on location contract & Skype remote contract}

- New user setup.
- Attend to tickets or calls in person, at user desk, either tickets submitted or when assistance requested in person
- Imaging & configuring Laptops/Desktops (Win7, Ubuntu, OSX), {PXE & USB}.
- Shipping & Receiving. UPS, Fedex. Receiving LTL freight.
- Equipment RMA's.
- Ticket generation / handling, in person / email / remote assistance.
- Exceeded time frame provided to handle problem tickets.
- Find and implement new software patches, upgrades.
- Worked with vendors to implement new patches, or fixes out of warranty.
- Setup and Conducted training / demo sessions, in person conferences, via web for subcontractors and customers.
- Equipment recovery.
- Repair of Lenovo laptops (memory sticks, hdd, keyboards).
- Reimage Pc's via network (PXE), usb with backup on new replacement computer, desktop/laptop
- Recover users accounts, create backups, reset user accounts
- Reimage Mac's, OS X via network (PXE) and user with backup on new replacement laptop
- Installed printers (network & non networked).
- Refurbishing Desktops, tearing down units to chassis and building units out of recoverable parts. Mac & PC.
- Hardware upgrades (Memory, HDD, etc.).
- Refurbishing laptops out of parts from several broken units (lcd screens, keyboards, touchpads, fingerprint scanners, etc.). Mac & PC.
- Disconnecting units and rebuilding them because of personnel & location moves.
- Support for Skype broadcast support division (TV, Radio, Streaming Radio division) via chat tool.

01/07-10/09 Blue Air - Warranty Service Coordinator

- Diagnosed commercial grade refrigeration units via phone and email with end users and technicians.
- Located/Hired technicians.
- Microsoft Word, Excel, Access for customer database, and status letters.
- Maintained / created service call logs.
- Created and maintained database of repeating damages to specific units, to be sent to manufacturer to take into consideration for next batch of products.
- Created and fulfilled purchase orders to be shipped via UPS, USPS.
- UPS, USPS for replacement parts.
- Setting up LTL freight when needed.
- Repaired computer network / computers when administrator not present.
- Repaired office printers, Xerox, all in one printers.
- Translator (English / Spanish).

09/05-08/06 CCTV.Net - Technical Support

- Support for licensed security systems installers (CCTV) only - LAN / WAN based Security Systems, Cameras, PTZ units, Night Vision cameras, Video Servers.
- Modified / built computer servers / digital video recorders; to customer's requirements (Hard Drive space, video inputs, video / audio capture cards, CD / DVD burning capability.)
- Phone (Inbound & Outbound).
- Installed operating system on new installs (Windows)
- Installed CCTV software and licenses
- Virtual training sessions (over the internet) for technicians to help them understand the transition of analogue to TCP/IP systems as well as hybrid systems.
- RMA's (Return Merchandise Authorizations) for customer's and with manufacturer.
- Prepared purchase orders to be shipped via UPS, USPS, FedEx, Freight.

Education:

06/00-07/02 DeVry University - Long Beach. CA. - Electronics Technician.
1996-2000 Whittier High School - Whittier, CA.