

# LUIS SOTO

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## SUMMARY

Experienced IT professional with over 1 year of demonstrated work history as a desktop support technician. Looking to leverage my IT background to add value to companies in an entry to junior level position.

## WORK EXPERIENCE

### Sutter Health • South Bay Area, CA

July 2018 - Present

#### *Enterprise Desktop Support Technician*

- Deployed and networked virtual workstations/printers and provided next day support
- Used Active Directory to edit policies, move users between groups, and reset passwords
- Deployed 15 new workstations each shift to support opening Sutter's new \$2bn hospital in SF
- Complied with HIPAA standards to maintain confidentiality of all data
- Developed rapport with hospital staff in each department in order to troubleshoot their technical needs as efficiently as possible

### Tech Exchange Internship • Oakland, CA

April 2018 - June 2018

#### *Deployment Technician*

Tech Exchange refurbishes old PC's to make them more affordable for local schools.

- Deployed over 10 PC's per shift in local public libraries and schools
- Upgraded PC's with new RAM, SSDs, CPUs, etc
- Activated phones for children who received a free device through the Sprint 1Million Project (<http://1millionproject.org/>)
- Responsible for taking inventory of incoming PC's, laptops, and printers See less

## EDUCATION

### Unitek College • Concord, CA • Graduation Date: June 2018

#### Diploma in Information Technology

- Dean's List Spring 2018
- Perfect Attendance Award

## SKILLS

- Operating Systems: Windows, MAC, iOS, Android
- Active Directory/DFS
- Network Architecture Configuration
- Bilingual (Spanish)
- Virtualization: Hyper-V, VMware, Oracle Box, VPSX
- Cybersecurity Configuration
- PC Imaging and Restoration
- Microsoft Office