Robert M. Napoles
107 Broadview St Anaheim, CA 92804 - 657-845-9464 - rnapoles1107@yahoo.com

Experience

La Habra City School District | La Habra, CA
Information Service Technician II, 1/2016 - Present

Maintain and support systems, workstations, mobile devices, printers and peripherals; respond to staff service requests; and resolve trouble tickets. Ensure system security for desktop, mobile devices.

- Manage Lightspeed MDM and technologies for 4000+ remote and onsite users
- Provided timely support and resolved tickets related to hardware, software, and printers
- Maintain and update school sites technology equipment, library inventory, educational software, and various student information databases
- Assist in receiving, assembling, installing, configuring, and troubleshooting new and existing technology

Anaheim Central Library | Anaheim, CA
Computer Lab Technician, 7/2015 - 9/2017

Analyzed, resolved & assisted with technical problems in a professional manner by providing guidance to library patrons on various software, tools, and applications on public desktops.

- Periodically inspect and maintain the computer lab area
- Provided high quality and informative customer service to diverse patrons

Key Skills

- Technical Troubleshooting
- End User Training
- Virus Detection, Removal & Prevention
- IT Infrastructure & Performance Tuning
- System Upgrades & Optimization
- Security, Backup & Recovery Solutions
- Technical & User Documentation

Technical Proficiencies

- Operating Systems - Microsoft Windows, Linux Ubuntu, Android, Chromebooks, iOS
- Networking -LANs / WANs / SANs, TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Cisco APs & Switches, Firewalls

Education & Certifications

Loara High School | Anaheim, CA | Class of 2008
CompTIA Secure Infrastructure Specialist (A+ / Network+ / Security+)