

Juan Corona
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TECHNICAL SKILLS

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|---------------------|---------------------------|--------------------|
| • Technical Support | • PC Repair | • Active Directory |
| • Team Viewer | • Printer Troubleshooting | • Desktop Support |
| • Remote Desktop | • Microsoft Office | • Customer Support |
| • Linux Ubuntu | • Mac OS | |
| | • Oracle VM VirtualBox | |

EDUCATION & CERTIFICATION

- CompTIA ITF+
- CompTIA A+ 200-1001
- CompTIA Network+ (In Progress)

WORK EXPERIENCE

El Camino Real Charter High School

Dec.2018 - Current

IT Technician

- Install workstations, laptops, printers and other desktop related equipment as directed by service request tickets.
- Provide maintenance, support and troubleshooting of desktop computers, printers, and VoIP phones.
- Create new users accounts in Active Directory, O365 and assist in staff onboarding.
- Perform over the network imaging using Microsoft WDS/MDT.
- Work cohesively with network/system engineers on any Tier2/3 tickets.
- Work with third party vendors to procure parts for printers and computers.

AT&T DirecTV

May.2016 – April.2018

Satellite Technician

- Installed satellite dishes, in-home devices and programmed settings.
- Performed cable runs, outlet installations and RJ45 terminations.
- Trained customers on
- Performed equipment upgrades and 24/7 service calls.
- Maintained a updated record-keeping of all inventory in company vehicle.

XEREX Inc.

March.2015 – Sept.2015

RF Technician

- Provided troubleshooting and maintenance of cell phone tower equipment
- Performed coaxial, power cable, and fiber cable installations and lead work on top of tower
- Troubleshot all components in cellphone sites including antennas, radio units, and tower mounted amplifiers