

SUMMARY

As an IT Technician I provide IT support regarding account issues, software installation, data migration, and hardware/software troubleshooting. Additional duties included computer hardware troubleshooting and assembly, drive to drive cloning, and set-up of new computers for incoming end users. Coordinate with users to meet their scheduled appointments and reschedule at the user's request.

SKILLS

- Microsoft Project
- Project Coordination
- Interpersonal Skill
- Data Entry
- Negotiation
- Financial Planning
- Risk Assessment
- Adaptability
- USMT Data Migration
- PC Hardware Installation
- Software Supports
- Software Installation
- Troubleshooting
- ServiceNow
- Computer Lab Setup
- Windows 7/10
- Mac OSX
- iOS
- Android OS
- RJ45 Cable Setup
- 80 WP

EXPERIENCE**Boeing (RMS Computer Corp) • Long Beach, CA****May 2019 – October 2020****Desktop Field Support Technician**

- Coordinated schedules and technical work order instructions to end-user for installations, moves, adds, and changes within Windows/Mac desktop computing environment.
- Provided technical input to the Desktop Services team and assumed a supporting role in selecting and utilizing appropriate tools and techniques for timely service delivery.
- Provided technical support, planning, and coordination for end user touch points of the distributed computer environment, including desktop, software, and hardware installation, support and distribution, and remote access technologies.
- Migrated 1000+ devices from Windows 7 to Windows 10 using USMT. Provided post-migration support.
- Updated technical documentation of hardware/software additions or changes, closed trouble tickets, service requests, inventory additions and changed to the inventory database using ServiceNow.
- Set user permissions, account creation/deletion, and password resets using Active Directory.
- Worked independently with little to no direct supervision in analysis, design, and implementation of desktop solutions to fulfill business unit requirements.
- Worked with multiple IT departments to discuss implementation of new management methods for users and clients.

Integrity Environmental Consultants • Long Beach, CA**February 2018 – May 2019****Data Analyst/Project Coordinator**

- Analyzed and performed data entry of laboratory test results.
- Assisted Project Managers administrative tasks when required.
- Checked laboratory results to ensure data corresponds to information on work order.
- Constantly monitoring and communication through e-mail (approximately 400+ emails a day) from internal staff and clients/customers.
- Coordinated with Field Manager Technician regarding projects that needed further review.
- Data entry of chain of custodies received from laboratories and/or technicians.
- E-mailed clients accurate information pertaining to the assignment.
- Filed and maintained technician paperwork digitally and physically.
- Followed up with laboratories for results and/or revisions as needed.
- Interpreted analytical results and prepared reports for review and invoice assignment.
- Maintained, managed, and monitored status of jobs and whereabouts of samples.
- Managed projects to ensure laboratory results are sent back within the proper time frame.
- Provided world class phone support to our customers/clients.
- Sent reports to the appropriate parties via based on the client's specifications.

EDUCATION**California State University of Long Beach (2017)**

Bachelor of Science - Management Information Systems

REFERENCE

Available upon request.