

Hector Castillo

IT Support Technician

Personal Info

Address

19822 Brookhurst St Apt 3A
Huntington Beach, CA 92646

Phone

(714) 655-4137

Email

dch2906@gmail.com

Hard Skills

PC Desktops, Laptops

Expert

Printers

Expert

Servers

Advanced

Networking

Advanced

SO Windows (7, 8, 10)

Expert

Microsoft Office

Expert

SQL Server

Advanced

Soft Skills

Teamwork

Expert

Positive attitude

Expert

Listening

Advanced

Problem solving

Advanced

Help people to do their work more efficiently with technologies tools.

IT best practices under the domain ITIL standards and business processes.

Experience align IT goals with the strategic objectives of the organization, focused on providing solutions that increase profitability.

Experience

Feb 2016

Now

Expo Dyeing & Finishing Inc

- Production and purchase orders entry.
- Responsible for the areas of Dye and Setmake.
- Provide IT support to the operation.
- Responsible for the databases maintenance.

Jun 2019

Oct 2019

Fresh Grill Foods LLC

- Picking orders entry.
- Generation Excel reports and send it by mail.
- Send the orders picked by EDI process.

Set 2015

Jan 2016

Denali Moving & Storage

- Warehouse Manager.
- Prepare daily routes and supply trucks with everything necessary.
- Provide IT support to the operation.

Apr 2014

Jun 2015

Telecom Rojas

- Commercial and IT Manager.
- Implementation of a CRM application.
- Reorganization of the Data Center.

Nov 2012

Feb 2014

Laive

- IT Manager.
- Managing 330K in CAPEX and 453K in OPEX.
- Provided IT support 24x7.
- Support ERP.

Education

UNIVERSIDAD NACIONAL MAYOR DE SAN MARCOS (1996)

Professional School Academic Computing

Degree obtained: Bachelor

Certificates

ITIL® Foundation Certification

Additional Activities

Running

Read