

EDGAR RAMIREZ

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CAREER OBJECTIVE

To obtain a position that allow me the opportunity to utilize my skills and abilities that I have learned in my experience, with the ultimate goal for opportunity for advancement.

CORE COMPETENCIES

- ✓ Customer Service
- ✓ Team work
- ✓ Detailed and organized
- ✓ Computer Competencies

PROFESSIONAL EXPERIENCE

Linxworks Solutions

Project Manager / Tech, April 2019 – present
4140 Empis St. Woodland Hills, CA

- Manage IT projects for company
- Do project assessments with customers and find the proper solutions for their IT needs.
- Coordinate techs to do visits and provide the best solution, from start to finish of projects.
- Based on IT needs, recommend, obtain hardware and software to completion of project.
- Follow up with customers for any additional needs.
- Provide remote support to offices via LogMeIn Pro.
- Implement business IT solutions.
- Assist techs when needed, install LAN, IP Cameras, Routers, Switches and configure them.

M2K Inc.

Technical Support / PC Tech, June 2018 – present
3301 W. MacArthur Blvd Santa Ana, CA

- Setup different car diagnostic software on Windows PCs.
- Diagnose and repair computer equipment,
- Remote assist customers with software and hardware related to computers and networking.
- Set up VPN on customers systems and modify network to allow traffic on their end.
- Diagnose and escalate software issue with software manufacturer.
- Company IT, setup printers, manage network, setup new onboarding computers and repair computers, including laptops, tablets and desktops.
- Manage and assist Mexico and South America customers.
- Instruct new customers on the usage of software and car diagnostic equipment.
- Install software and troubleshoot OS X and Windows systems.

MEMORIALCARE

Service Desk, February 2018 – June 2018 – Contractor/1099
17330 Brookhurst St Fountain Valley, CA

- Assist Memorial care staff with the service desk needs.
- Identify network and application issues and assign to proper support teams.
- Assist callers troubleshooting computer problems.
- Gather proper information to escalate the call properly.
- Assist user setting up VPN clients.
- Assist users resetting passwords for multiple platforms.
- Assist users with active directory password resets and verification.
- Monitor servers in order to keep users inform about any down times.
- Install software and troubleshoot OS X and Windows systems.

TP-LINK USA CORP

*Technical Support Agent Tier 2, Feb 2015 – Jan 2018
145 South State College Blvd Ste. 400 Brea, CA (626)333-0234*

- Provide technical support via telephone on TP-Link products (Routers, Switches, Modems, Range Extenders, Access Points and Accessories).
- Assist users with different systems, MAC computers, Windows and Linux.
- Assist users with their network needs and provide proper support and advise to achieve different network scenarios.
- Assist products engineers Beta testing new products before release.
- Provide support to VIP customers with business class products (Business class routes, Access Points, Manage Switches, VPN devices).
- Troubleshoot multiple network scenarios, VLAN implementation, VPN setup and provide assistance solving network problems related to TP-Link Products.
- Provide backup to the internal IT department troubleshooting Laptops, Software and Network related issues inside the company.
- Provide Spanish support to Spanish speaking customers.

LAUNCH TECH USA

*Technical Support Agent Tier 2, Oct 2014 – Feb 2015
1820S. Milliken Ave. Ontario, CA (562)463-1580*

- Provide technical support via telephone to sales agents, and customers on Launch Tech products and applications (Diagnostic Car Scanners).
- Constant research for proper support on Android and Apple products-based car scanners applications.
- Support iPhones, iPads and Android devices for proper installation of company apps.
- Proper unit diagnosis to validate RMA.
- Assist the sales team answering technical questions about the products.
- Provide support to Spanish speaking customers.

VOIP.MS

*Technical Support Agent, Nov 2010 – Sep 2014
4200 St Laurent Blvd. Montreal, QC (877) 786-4767*

- Help potential clients to understand the Voice over IP technology and explain the benefits of it
- Assist customer via email and live chat to configure their Voice over IP devices and to achieve their objectives with the service.
- Troubleshoot network devices, in order for VoIP to work properly.
- Set port forwarding, run traces and verify customers' network setup.
- Troubleshoot multiple VoIP devices, IP Phones, PBX and ATA.
- Assist users implement the VoIP services to offices and homes.
- Assist VIP customers with their reseller accounts, and monitor accounts for proper functionality

EDUCATION

RIVERSIDE COMMUNITY COLLEGE
Associates of Arts, May 2004

CORONA HIGH SCHOOL
Graduated, July 1999

ADDITIONAL SKILLS

- Experience in troubleshooting computer hardware, and software on Windows and OS X (Apple) computers.
- Bilingual Spanish/English 100%
- Experience with different operating systems including Windows, OS X, Ubuntu, Android and IOS.
- Experience with multiple ticket platforms; Sales Force, TicketOS, ServiceNOW, and Helpdesk.
- Experience in the medical field EMR software, Citrix, Epic, and Practice Partners.
- Experience in diagnosing computer, router, and networking products.
- Experience in VoIP, troubleshooting and implementing the technology.
- Experience in training and managing members of a team