**Jorge Renteria**

**Professional Experience**

**DXC @ AT&T, Van Nuys, CA August 2018 – Current**

**IT Field Technician**

* Troubleshoot Windows 7 and 10 issues, Office 365 and Office 2013 issues
* Re-image HP and Dell desktops and laptops to Window 7 and 10 through PXE boot and USB image
* Used active directory to unlock user’s account and change passwords
* Remote support using Log Me In, RDP, MSRA
* Troubleshoot and document issues in Vantive and Service Now ticketing system
* VMWare Support
* Provided support for 2,000 user within region area.

**Abbott, Sylmar, CA February 2018 – July 2018**

**IT Client Services Contractor**

* Track laptop inventory using Remedy Asset Management
* Troubleshoot Windows 7 and 10 issues, Office 365 issues
* Image Dell desktops and laptop to migrate Window 7 and 10 through the network
* Use active directory and DRA to unlock user’s password and add applications through Microsoft SCCM

**Deloitte, Los Angeles, CA February 2017 – August 2017**

**Technology Support Intern**

* Provide prompt IT support services to end-users in person or remotely via remote control software and telephone and/or email. Expedite reported issues and opportunities for improvement within the department.
* Troubleshoot, escalate, and document issues in ServiceDesk ticketing system
* Follow-up on open issues, escalating when necessary, and provide feedback to end-users to maintain excellent customer satisfaction.
* Troubleshot Windows 7 internet connectivity, background, and Office Suite 2013 and 2016 issues.
* Track laptop inventory using SAP
* Setup new laptops for new hire and upgrades and added Active Directory using DUB.
* Imaged PCs in order to migrate Windows 7 to 10 or 8 to 10.
* Manage laptop inventory, organize IT Department office equipment
* Diagnose and repair Dell laptops and contacting Dell for the parts

**Technical Skills**

**Languages:** Bilingual, native Spanish speaker

**Software:** Casper Suite, VM Ware, Microsoft Office Suite, Windows Operating System (Vista, XP, 7, 10),

**Hardware:** Computer assembly and disassembly, hard drive partition, format and recover hard drive, defragment disk drive, create system restore, create boot disks, print services

**Networking:** Run cables, troubleshoot connections, identify and activate external ports, connect hardware, TCP/IP concepts, settings and tools

**Certification(s):** PC Pro Certified

**Education**

West LA College, Culver City, CA August 2016- Present Associates Degree in Information Technology/Computer Science

Year Up / West Los Angeles College, Culver City, August 2016 – August 2017

Information Technology Training

* Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional training, and a six-month internship
* Enrolled in the Information Technology track to prepare for a Tier 1 technician or helpdesk position
* On track to earn 19 college credits towards an Associate’s Degree in Computer Networking and Security at West Los Angeles College
* Relevant courses include: Introduction to Computers and their use, Introduction of Computer Hardware, Micro Computer Application Software, Operating Systems, Computer Laboratory