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| **Joseph Arellano** | (916) 995-5230  [ejarellano23@gmail.com](mailto:ejarellano23@gmail.com)  Sacramento, CA 95834 |

**Summary**

*Technical and customer-focused recently graduated with a Bachelor of Science in Information Technology. CompTIA Secure Infrastructure Specialist certified, with strong proficiency in providing technical and customer service support in a fast-pace IT environment. Proven record of customer service support and strong ability to provide technical support while working with end-users and team members in achieving high and satisfactory results. With full demonstration of service ethics and customers’ demands, I quickly grasp customer requirement and develop technical support solutions. Seeking to utilize my IT skills, specializing in network and security, CompTIA A+ Network+ & Security+ certified to provide optimal technical support.*

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| **Highlights** | **Relevant Skills** | * Strong problem-solving skills * Excellent customer service skills * Communication Skills (Written and Spoken) * Team Player * Highly organized * Self-motivated * Ability to comprehend and follow written and verbal instructions with limited supervision * Ability to multi-task and prioritize daily work responsibilities. * Strong attention to detail. * Ability to adapt to difficult situations * Bi-lingual, fluent in Tagalog (Philippines) |
| * Experienced with computer software (Install, update, maintain and troubleshoot) * Proficient in computer operating systems (Windows XP, Vista, 7, 8, 10 and Mac OS) * Routing and switching troubleshooting * System backup and recovery with mobile support * Cloud Networking and Cloud Services * IT Service Management/ITSM * Network security, Firewall Configurations, Security, Configurations, Network Management * Knowledge of backup software, recovery concepts, and troubleshooting. * TCP/IP, DNS, DHCP, SMTP, Active Directory * Knowledge of corporate firewall administration, troubleshooting, port forwarding, etc. * Remote access solutions (VPN, Dial-up, Terminal Services/Remote Desktop Services) * Working knowledge of virtualization * Proficient in Microsoft Office * Hardware/software configurations * 60 wpm typing speed |

**Certification**

* CompTIA A+, Network+, and Security+
  + CompTIA IT Operations Specialist
  + CompTIA Secure Infrastructure Specialist
* CompTIA Project+
* CompTIA Cloud+ Essentials
* Axelos ITIL Foundation
* LPI Linux Essentials
* CIW User Design Interface

**Education**

**Western Governors University Graduated Fall 2020**

Bachelor of Science in Information Technology (BSIT)

* Studies focused in IT Foundations, Network Infrastructure Design and Security
* Courses included IT Project Management, Data Management, IT applications, Cloud Foundations, Linux Essentials, and Emerging Technologies

**California State University, Sacramento Fall 2012 – 2015**

Bachelor of Science in Civil Engineering

**Minor:** Mathematics

**Professional Experience**

**IT Technical Support Specialist 2018 – 2020**

**Various Projects, Sacramento, CA**

* Set up a client’s real estate office with office networking supply.
  + Install and configure router, WiFi hotspot, wireless printer
  + Update software and drivers per client needs
* Cleaning up faulty and malicious malware and viruses
* Replaced faulty components including

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| * + AC/DC power jack | * + USB-C charging port |
| * + Video card reflows | * + SSD disk migration |
| * + Laptop motherboard replacement | * + Laptop LCD bezel repairs |

**Sales Associate/Suit & Shoes Specialist June 2014 – December 2017**

**Macy’s – Arden Fair Mall, Sacramento, CA**

* Worked closely with other associates to schedule and reschedule all operations to maintain coverage
* Served as sales representative and specialist for men’s suits and shoes while providing customers with best fitting products
* Maintained communication channel to promptly inform customers about products available and implemented all necessary measures to maintain lead and attract more customers.
* Developed effective strategies to achieve all set sales goals while providing outstanding customer service
* Pushed products while identifying with individual customer requirements and preferences
* Efficiently managed inventory and maintained stock levels on the floor of the store
* Courteously attended to customers issues in a timely and satisfactory manner

**IT Technical Support January 2009 – September 2011**

**ARS Squared, Inc. – Engineers-Construction, Engineers Design, Engineers-Consulting, Sacramento, CA**

* Provided administrative and IT support to facilitate all engineering operations
* Demonstrated professional phone etiquettes to handle telephone calls and relay messages accordingly
* Effectively managed and maintained inventory of office supplies while reordering when necessary
* Utilized strong technical skills to manage various IT related tasks, including setting up and networking office computers, installing and troubleshooting software, managing network groups and folder permissions as well as maintaining user accounts and hardware
* Maintained operational uptime and efficiency through performance tuning and security changes as well as managing anti-virus protection

**Sales Associate/Customer Service June 2006 – September 2008**

**Forever 21, Inc., Sacramento, CA**

* Developed and implemented effective strategies to consistently meet and/or exceed sales quotas and objectives
* Fostered strategic collaboration with the Sales manager to deliver forecasts, identify trending opportunities/challenges, and recommended solutions
* Utilize technical proficiency in the use of CRM solution to provide timely and accurate sales activity tracking and status updates
* Maintain knowledge of product line, competition and industry trends that may impact client’s business activities
* Utilized solution selling techniques to effectively guide sales process to close and accurately complete cash register transactions
* Courteously attended to client’s issues in a timely and thorough manner, escalated issues to manager as appropriate