**Professional Summary**

I have over 14 years of professional IT experience in IT. I have supported customers in both the commercial industry, MSP environment, and employees in a corporate environment. My goal in the next 5 years is to be a Supervisor/Manager/Executive, IT Administrator, or IT Security.

**Achievements**

* Completed my CIS degree.
* Got Promoted within my first 3 months of working.
* Organized and ran the operations at 3 of our centers.
* Was tutor of the year 2012 while in college.

**Education**

Bachelor of Science in **Business Administration** at California Polytechnic State University, Pomona. 2012

Major in **Computer Information Systems**.

Minor in **General Management**

**Work Experience**

**New Horizons Learning Group** March 2018 – January 2020

Computer Technician / Help Desk

* Supported 3,000 users by phone and dispatched to their location to resolve their problems; Received 200+ calls/e-mails; Answered and Resolved 80% of tickets within first call/e-mail; Used OS Ticket for our ticketing system and used GoToMyPC and TeamViewer for our remote support; Monitored servers and network systems; Configured, upgraded and maintained hardware, software and infrastructure; Created and edited user accounts through Active Directory; Created computer images for room rentals; Updated and Added products to our CRM database.

**New American Funding** March 2017 – January 2018

Application Support Specialist (March 2017 – June 2017)

* Supported 2,000+ corporate employees; Answered questions and resolved by phone calls from Executives, Loan Officers and Realtors; Resolved all tickets within 3 hour of receiving the ticket; Used Freshdesk for our ticketing system and used Remote Desktop Connections for our remote support; Trained new employees on all of our department’s policies and procedures; Presented training sessions about our app and created the app accounts for our customers. Functioned as liaison to development team about the status on app’s problems and enhancements and reported back to my manager/executives

**Techie Loving Computers** February 2006 – March 2017

Owner / IT Technician

* Provided IT support to customers remotely and onsite; Maintained files and admin records; Installed, maintained, and repaired computer hardware and software; Removed viruses, worms, malware, and adware; Set up people’s internet and router connections; Computer consulting.

**LA Care (Contract)** April 2016 – June 2016

Service Desk

* Supported 5,000 users in a corporate environment; Provided Level 2 desktop support by going to the location; Resolved tickets within an hour of submittal; Added, removed, and replaced computer equipment; Set up computers and microphones for corporate/executive meetings; Cataloged company’s assets; Set up and configured new user’s computers; Closed, updated, and escalated tickets; Assisted other teams in their work.

**Lucky Brand (Contract)** November 2015 – January 2016

Service Desk Analyst

* Supported 3,000+ store and corporate employees; Received 400 calls a day. Answered and resolved 75% of my calls within the first call; Used Spiceworks for our ticketing system and SolarWinds for our remote support; Set up corporate employee’s user accounts using Active Directory; Installed, updated, and assisted employees in their computer related problems; Configured store’s mobile tablets, iPads, and iPods; Monitored stores computers and servers using Solar Wind; Updated, escalated, and closed Corporate and store’s tickets.

**Forever 21 Corporate**  October 2014 –November 2015

Help Desk Technician – Tier I and II

* Support 60,000+ store employees worldwide; Opened and Closed about an average of 60 tickets a day; Monitored store’s servers, network, and databases; Configured computers and POS registers; Used Active Directory to add/edit user information; Trained new technicians; Assisted my supervisor in his work/projects; Fixed store’s POS registers and computers; Troubleshoot peripheral hardware such as: Printers, Keyboards, and Verifones/Pinpads; Troubleshoot software issues such as: POS software, Sale Transactions, and Kronos.

**ABC Services**  June 2013 – October 2014

Desktop Technician:

* Provided support to commercial and residential customers to troubleshoot computer related problems; Tested, Diagnosed, and repaired HP, Dell, and Toshiba computers, Installed RAM, Hard Drives, and Video Cards; Upgraded Windows Operating Systems; Set up and configured internet connections; Removed viruses, worms, malware, and adware; Answered phone calls.

**Skills**

* Operations/Management: Team Building, Procedure Development, Strategic Planning
* Operating System: Windows: 10, 8.1, 8, 7, Vista, XP; Mac
* Adobe: Adobe Creative Cloud, Photoshop, Flash, Premiere, Dreamweaver, Acrobat, Connect
* Microsoft: Office 365, Access, Excel, OneNote, Outlook, PowerPoint, Visio, Word, Skype for Business .
* CRM / Ticket Systems: OS Ticket, Freshdesk, Samanage, SolarWinds, Spiceworks, Footnotes, ITSA.
* Remote Support: TeamViewer, GoToMyPC, Windows Remote Desktop, Dameware; LogMeIn.
* Soft skills: ENTJ, Documentation; Training and Development; Relationship Building; Team Player.
* Other Software: SharePoint, AssetTiger,