**CAREER PROFILE**

Help desk technician with 7 months of experience providing IT support, handling problem tickets and providing solutions at a high pace company. Possesses knowledge of AWS Cloud Security, Office 365 and Windows Domaine Knowledge. Seeking to leverage experience into a technical role in cloud security and IT support.

## RELEVANT WORK EXPERIENCE

**Help Desk Technician**

Entertainment Earth Entertainment, Simi Valley, CA (November 2019-May 2020)

* Handled problem tickets generated by employees and management
* Answered technical questions
* Identified problems and recommended technical solutions to problems
* Communicated with multiple departments
* Escalated or deescalated problem tickets as deemed appropriate

## EDUCATION

Los Angeles Pierce College, G.E. January 2014 - Present

**Relevant Coursework:** AWS Cloud Services, Pierce College, Spring 2020

West Valley Occupational Center, Networking 1 and 2 certifications, completed June, 2019

La Sierra Military Academy Charter High School, Visalia, CA, Graduated December 2013

Grizzly Challenge Charter High School, San Luis Obispo, CA, Cadet, June 14, 2013

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## PERSONAL ACHIEVEMENTS

Achieved Squad Leader Position at Grizzly Charter High School

Recipient of Student of the Month Award at Grizzly Charter High School

Produced School’s Yearbook

Received National Physical Fitness Award, May 2013

Received Academic Scholarship Cash Award, June 2013

Received Recognition from California National Guard, GYA for 75 hours of Service to the Community

**REFERENCES**

Available upon request.