**Victor D. Ledesma**

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**Desktop Support Specialist**

**Desktop Troubleshooting| Maintaining Client Relationships | Client Ticket Services**

Over four years of experience trouble shooting and providing support for clients with technical issues. Ability to resolve computing system issues at hand correctly the first time, and build rapport with clientele. Knowledge in repairing computer hardware and software for Windows and Mac ecosystems. Proficiency in providing support for Windows, Mac OS, and mobile users. Able to partner with team members effectively to assist the company operation.

**WORK EXPERIENCE**

**Geek Squad (Best Buy) - Fullerton, CA** September 2016 - PRESENT

**Geek Squad Repair Agent**

Responsible for assisting the store’s influx of clients in need of technical support and through exceptional service improved support tickets turnaround time allowing for more hours and positions to be created.

* Listening carefully to each client’s needs with their devices
* Swiftly and accurately generating new tickets provided by information from clients
* Perform diagnostics in order to discover information needed to troubleshoot issues
* Repairing devices after discovering information from diagnostics for hardware from various OEMs as well as custom builds
* Repairing device software related issues within Windows 7, Windows 8, Windows 10, and Mac OS
* Maintain relationships with clients by ensuring their expectations were met through the completion of their service
* Routinely received high marks on surveys by clients satisfied with services

**Knott’s Berry Farm – Buena Park, CA**June 2011 – February 2016

**Shift Leader**

Assist the Guest Services Department by supervising employees ensuring that they follow company standard operating procedures and providing support for members of management.

Developed and improved the capabilities of sales representative team over the course of two years.

* Ensure employees would not violate labor laws such as rest and meal periods
* Provided support in carrying out group functions such as corporate and non-profit events with no supervision from upper management.
* Listened to customer complaints and resolve issues at hand with appropriate actions.
* Assist the department in creating and completing templates for scheduling purposes to guarantee all areas were properly staffed.

**EDUCATION**

**Bachelor of Science – Business Administration with an emphasis in Information Technology -** *California State University Fullerton, Fullerton CA*

Expected Graduation – June 2022

**PROFESSIONAL SKILLS**

* Excellent troubleshooting skills in providing hardware and software support for computer systems in the Windows and Mac ecosystems.
* Expertise ability to build custom computers efficiently and correctly the first time.
* Ability to retrieve data from corrupt and undetected storage drives.
* Outstanding communication proficiency when it comes to team building and clientele.
* Exemplary ability to execute company standard operating procedures with no supervision
* Exceptional multitasking, problem solving, and organizational competence.

**VOLUNTEER EXPERIENCE**

## Volunteer in Probation – *Orange County Volunteer*

June 2013 - January 2015

* Working alongside a supervising probation officer and interviewing probationers for the adult and domestic violence units.
* Obtaining information pertinent to the probationer’s terms of probations ensuring they were being completed in order to graduate from their sanctioned probation.

## Alaa Ibrahim Law Offices *- Internship*

January 2016 - January 2017

* Providing support for the legal team through directing clients to appropriate lawyers.
* Assist in building client portfolios and archiving of sensitive client files and information.

**LANGUAGES**

* English: native language
* Spanish: intermediate (speaking, reading); basic writing)