**Efrain Morales**

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**SUMMARY OF QUALIFICATIONS**

Experienced Desktop Support Technician with a demonstrated history of working in the financial services industry. Skilled in Computer Repair, Information Assurance, Computer Hardware and Software Troubleshooting, Windows 7 and Windows 10. Strong information technology professional graduated from ITT Technical Institute.

**TECHNICAL SKILLS**

• Provide technical support over the telephone or Internet.

• Use specialized help desk support software (Bomgar, Dameware) to take remote control of end-users' computers to troubleshoot, diagnose and resolve complex issues.

• Microsoft Office Suite

• Operating Systems: Windows 7, Windows 10, Mac OS X

• Incident Management software: Cherwell Service Management, BMC Service Desk Express, BMC Helix ITSM

**PERSONAL SKILLS**

• Bilingual (Spanish and English)

• Accuracy and Attention to details.

• Decision making, critical thinking, organizing and planning.

• Tolerant and flexible to different situations.

• Problem analysis and problem solving

• Adaptability and ability to work under pressure

**EMPLOYMENT HISTORY**

eBay (contract through Teksystems), Portland, OR Feb 2020 – June 2020

**L2 Deskside Support Lead**

* Lead day-to-day support operations at assigned locations.
* Preparation of weekly site status reports
* Ensured data integrity in the Asset Management system
* Provided enhanced support to executives
* Mentored junior technicians
* Disposal of retired end user hardware
* Proactively refreshed End of Life (EOL) systems
* Provisioned phone and computer assets in the new hire on boarding process
* Monitored SMS and AV client health and proactively remediate unhealthy clients
* Regularly interfacing with business units to review device and application requirements
* Reviewed and disposition of end user hardware requests
* Represented the EUS team in global infrastructure improvement projects relating to end user devices and services

First Tech Federal Credit Union, Hillsboro, OR July 2014 – December 2019

**Desktop Support Technician II**

* Resolved first and second-level support Help Desk requests and incidents with an emphasis on medium to difficult issues
* Assisted with operational support related to escalation of core banking system tasks
* Set up, configured, and supported internal hardware and software applications
* Maintained software configurations and computer hardware; troubleshot performance issues
* Recorded troubleshooting steps in the ticketing system
* Initiated and followed standard operating procedures and supporting documentation; created training materials and mentor junior team members
* Maintained current knowledge of computer technology and made recommendations on new types of equipment and operational methods based on business needs
* Engaged in project based assignments on an as needed basis as determined by skill set and overall alignment with a given project

LaCie (contract through Aerotek), Tigard, OR May 2014 – July 2014

**Bilingual Technical Support**

* Provide answers to clients by identifying problems; researching answers; guiding client through corrective steps.
* Improve client references by writing and maintaining documentation.
* Participate in development of client training programs by identifying learning issues; recommending instructional language.
* Accommodate client disabilities by recommending devices and techniques.
* Avoid legal challenges by monitoring compliance with service agreements.
* Improve system performance by identifying problems; recommending changes.
* Update job knowledge by participating in educational opportunities; maintaining personal networks.
* Accomplish information systems and organization mission by completing related results as needed.

Pacific Office Automation, Beaverton, OR Jan 2014 – April 2014

**Field Service Technician**

New Century Communications, Inc., Forest Grove, OR Sept 2013 – Jan 2014

**PC Technician**

Boy Scouts of America, Cascade Pacific Council, Portland, OR Dec 2012 – Mar 2013

**Hardware and LAN Technician, Entry-level Intern**

**MILITARY SERVICE**

United States Navy Reserve, Naval Operation Support Center Portland, Portland, OR Mar 2012 – Nov 2013

**Construction Mechanic, Second Class Petty Officer, Supervisor**

United States Navy, Naval Construction Battalion Center, Gulfport, MS Aug 2008 – Feb 2012

**Construction Mechanic, Third Class Petty Officer, Shop Floor Supervisor**

Puerto Rico Air National Guard, Punta Borinquen Air Station, Aguadilla, PR June 2005 – Aug 2008

**Vehicle Body Maintenance, Senior Airman, Vehicle Mechanic**

United States Air Force, MacDill AFB, Tampa, FL June 2001 – June 2005

**Aerospace Propulsion Specialist, Senior Airman, Lead Mechanic**

**EDUCATION**

ITT Technical Institute, Portland, OR

**A.S., Network Systems Administration**

**CERTIFICATIONS**

* CompTIA
  + A+, Network +, Project +, Security + and Linux +
* CIW Web Design Specialist
* CIW JavaScript Specialist
* Microsoft Certified Professional
* ITIL Foundation Certificate in IT Service Management
* LPIC-1
* SUSE Certified Linux Administrator
* HDI Desktop Support Technician
* ITIL Intermediate Certificate in IT Operational Support and Analysis