Phone: +1 562.405.7854 | E-Mail: [cristianpadilla89@gmail.com](mailto:cristianpadilla89@gmail.com) | 14726 Pioneer Blvd. Norwalk, CA 90650

**PROFILE**

Assistant System Administrator experienced in networking / hardware / OS troubleshooting, PC assembly, and customer service. Critical thinker who addresses issues quickly and consistently exceeds performance standards.

**SKILLS**

* Install, configure and update Microsoft Office
* Detail and procedure oriented
* Fluent in Spanish and English
* Able to collaborate effectively in group setting
* Understanding of security access and permissions
* PC assembly and OS Installation
* Accept & implement constructive feedback
* Manage Microsoft desktops and servers
* Ability to describe technical information in easy-to-understand terms

**EXPERIENCE**

**IT Administrative Associate**

October 2017 - Present

**Janteq Corporation**, **a GDMS Company** – Irvine, CA

* Prioritize and resolve help desk requests for computer, phone, printer and mobile device support
* Configure Microsoft Active Directory users, roles and permissions
* Setup environment for new employees
  + Office 365 account
  + Phone system
  + PC with Windows environment and necessary applications
  + Building access system
* Monitor all backups to ensure that corporate data is successfully saved
* Monitor production servers.
  + Proactively resolve disk space limitations
  + Ensure all Virtual Machines (VM’s) are operating correctly.
  + Look for excessive resource utilization
  + Verify replication status of VM’s is normal
* Configure and maintain building surveillance system
* Verify correct operation of MRP system, specifically verify batch jobs are operating correctly
* Properly construct desktops, manage company websites, replace, maintain, install computer hardware & software
* Troubleshoot network connectivity issues, common PC related issues, software, and Voip telephone system
* DHCP & DNS configuration, RDP support

**Receptionist / Concierge**

June 2014 - October 2017

**Westview Towers** – West Hollywood, CA

* Provided customer service for clients and colleagues by interacting in a helpful and positive way
* Managed reception area, including greeting visitors and responding to telephone and in-person requests for information.
* Entered records into Building Link software and validated previous shift’s data was correctly processed
* Trained office staff in
  + Office systems and databases
  + Policies and procedures
* Responsible for
  + Scheduling security staff shifts and training
  + Ensuring customer interaction procedures were followed
  + Configure & monitor building surveillance system
* Served as central point of contact for all outside vendors and visitors.

**EDUCATION**

**Southeast Academy Military & Law Enforcement High School**

**High School Diploma** – 2012

**Cerritos Community College – (May 2018 – Present)**