**Andre S. Contreras**  
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**Objective:** Highly motivated individual seeking entry level position as a IT Technician with opportunity for growth and advancement.

**Summary**

**Certified Google IT Technical Support Professional**

* Utilize common problem-solving methodologies and soft skills in an IT setting
* Excellent Customer Service and Support skills in multiple fields
* Managed and processed Loan underwriting for California Check Cashing
* Proficient in Microsoft Excel, Word, PowerPoint, and Outlook.
* Highly Data entry experience with typing skills 70 wpm
* Excellent verbal and written communication skills
* Avid learner, natural team player and communicator in English and Spanish

**Education**

* High School Diploma, Liberty High School, Brentwood, Ca. 2007
* Heald College – 2009
* Los Medanos Colleges LMC- 2010-2012

**Professional Training**

* **Certified Google IT Support Professional – March 2020*.***
* Customer Service and Technical Support Fundamentals
* Computer Networking and Troubleshooting
* Physical and Wireless Networking, LAN, WAN, PAN
* Cloud computing and virtualization
* User account, Network, System Administration and IT infrastructure services
* Windows OS and Linux OS installation
* IT security and encryption

**CompTIA Network+ce – August 2020**

* Network protocols, TCP/IP Communications, OSI Model, DNS, DHCP.
* Troubleshooting physical and wireless networks
* Cable/Wireless solutions and Mobile Networking
* Managing Networks, firewalls and systems monitoring
* Network Security and Operations
* Understanding routers, switches, firewalls and IDS/IPS devices

**Computer and Software skills**

* Researched, designed and custom-built business and gaming computers, including installation of hardware, OS business and security applications (O365 and Antivirus)
* Windows/Linux OS, hardware, software, iPhone, iPad and Android devices.
* MS Office 365 Excel, Word, PowerPoint, and Outlook.

**Experience**

* **DVC/LMC Custodian, Contra Costa College School District. Pleasant Hill, CA 01/2017 – 11/2019**
* Responsible for cleaning and sanitizing cafeteria, classrooms, and restrooms
* Swept, mapped floors, wiped clean counters, tables and sanitized restrooms
* Trained team members on cleaning, maintenance and safety procedures.
* Collaborated with team on large clean-up projects and events
* Utilized and maintained cleaning equipment to ensure safe operation
* **Print Shop Assistant, Los Medanos College, Pittsburg Ca. 01/2016 -01/2017**
* Assisted Teachers, staff and students with printing reports, fliers and posters
* Performed minor printing repairs and refilled ink as needed
* Cleaned working area and secured printers
* **Loan Underwriter, California Check Cashing, Concord CA. 01/2015 -01/2016**
* Assisted customers on filling out loan applications while focusing on data privacy
* Analyzed and reviewed credit reports to determine loan affordability
* Detailed review and verification of customer’s financial qualifications for loans
* Facilitated discussions with customers to address loan default and alternative plans
* Developed customized loan to ensure payment of loan
* Trained team members on tools, and procedures to review and approve loans
* **Gas Station Attendant / Customer Service, Shell Corp, Pittsburg CA. 01/2014 -01/2015**
* Provided customer service for self-serve gas stations
* Process payments on gas purchase and other products
* Performed inventory and stocking of products
* Monitored security cameras and responded to crime on premise.
* **Southwest Key Program, Pleasant Hill CA. 01/2013 -01/2014**
* Developed authored documentation for ESL program for non-English speaking children (ages)
* Provided English to Spanish translation of letters, fliers and procedures
* On-boarded and inspired children to meet in-house rules and regulations
* Monitored children to ensure their safety and well-being.