|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Ozzy Ortega | |  |  | | --- | --- | | 5108 Amethyst Creek Ct. Las Vegas, NV 89131 |  | | (702) 994-4911 |  | | ozzyaortega@gmail.com |  | | www.linkedin.com/in/ozzy-ortega |  | |  |  | |

Customer-focused Desktop Support Technician with more than 5 years of success in a variety of computer operating systems, applications and hardware. Analytical and adept at resolving complex system issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards.

# Knowledge of:

|  |  |
| --- | --- |
| * MS Window, Apple OS * RingCentral * Oomnitza * Salesforce | * Microsoft Office 2016, Office 365 * McKesson PACs * Fuji Synapse RIS * Active Directory |
| * Cisco Webex | * Microsoft SCCM |

# Experience

### Jul. 2018 – Jun. 2020

## Desktop Support Technician II / Pacific Dental Services, Henderson

Support entire Contact Center, along with other departments in the building. Maintain inventory using Oomnitza application, service workstations, printers and peripherals. Respond to user service requests that came from Salesforce.

* Lead MS Windows 10 upgrade project for our entire office
* Assisted in the development of the company’s inventory requirements
* Reset user password, assigned group policies, disabled user accounts
* Managed our office and clinics Meraki AP devices
* Light configuration of user accounts on RingCentral

### Jan. 2015 – June. 2018

## Desktop Support Technician / Desert Radiology, Las Vegas

Maintain and support systems, workstations, mobile devices, printers and peripherals; respond to user service requests; and resolve trouble tickets. Served as initial point of contact for the purchase and support of our user’s wireless devices.

* Provide desktop and laptop support for system refresh project.
* Supported users on setting up multiple network printers.
* Established remote connectivity using Log Me, Dameware, SCCM.
* Assist the Systems Administrator as needed
* Received troubleshooting and service request tickets via Service Now
* Provided support for imaging, configuration and migration of our user’s workstations
* Set up secure WiFi, LAN networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.

### Oct. 2013 – jan. 2015

## Sales Associate / Best Buy, Las Vegas

Assist customers in finding the best solution that fits their needs. Maintain customers trust with vast knowledge of new and current devices. Inform customers about the benefits of Geek Squad Protection and Technical Support on their device.

### Apr. 2013 – sep. 2013

## Front Desk / Cornerstone Staffing, Las Vegas

Welcome patients to the office and acknowledge their appointments I the system. Inform the staff of the patient’s arrival. Place medical chart in the arrival holder along with any and all medical documents. Answer all incoming calls and transfer to appropriate person or department. Call and confirm patients appointments for next day.

# Education

### Current student

## ASSOCIATE OF APPLIED SCIENCE DEGREE (AAS)/ College of Southern Nevada, Las Vegas

Computing and Information Technology - Networking - Router/Switch- 3.2 GPA

### June 2004

## High School Diploma / Sierra Nevada High School, Reno

3.7 GPA, Student Government President and President of my dormitory