**Norma Ortiz-Agundez**

28301 Encanto Drive Apt 11 Menifee Ca 92586 ● (951) 757-0649 ● norma70.noa@gmail.com

**CAREER OBJECTIVE**

IT Operation Specialist looking for a full-time position in a reputable and progressive technology company that utilizes attention to detail, customer empathy, analytical mindset and excellent communication skill in order to develop a professional career and organizational improvement.

**SKILLS**

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| --- | --- |
| * Creative Problem Solver | * Hardware Repair |
| * Disaster Recovery | * Network Installation |
| * Troubleshooting | * Network Configuration |
| * Windows 10 OS | * Hyper V |
| * Network Setup | * File Systems |
| * Active Directory | * Backup and Recovery Plan |
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**CAREER EXPERIENCE**

*California Technical Academy* Nov 2016 – Presently

**IT Senior Instructor**

**Evaluate student’s class work, laboratory work and assignments, compile, administer, and grade examinations. Initiate, facilitate, and moderate classroom discussions. Maintain student attendance records, grades, and other required records. Supervise student’s laboratory work. Manage and maintain the computers in the labs and academic training areas.**

*Army Mom’s Cleaning* Mar 2014 – July 2015

**Co-Owner**

**Responsible for the setting the calendar for the month, confirming appointments, adding new clients and advertising. Fulfilled any special requests client may have had a specific area of the home. Performed heavy cleaning duties such as cleaning floors, glass, scrubbing tubs, vacuum carpets and sweeping floors.**

**EDUCATION**

*California Technical Academy* Aug 2015- Oct 2016

**ITSE**

**CERTIFICATIONS**

*CompTIA A+ Oct 2019*

*CompTIA Network + Sept 2019*

*Windows 10 Jan 2019*