David Arnold

**Helpdesk Technician,** La Verne, CA 91750 davidmarnold1@yahoo.com, (626) 230-7231

To have an exciting and rewarding career in a technology environment.

Seeking salary of $22.00 per hour.

# Work Experience

## Helpdesk Technician

## Fidelity National Financial - Irvine, CA

## April 2018 to April 2020

## Performed account unlock and password reset for Active Directory accounts as well as other software accounts as needed.

## Assisted users with LAN/WAN network configuration and troubleshooting including wireless technologies (WIFI and Bluetooth).

## Assisted users with VPN setup and troubleshooting including VPN server selection, token PIN issues, token distribution, token lockout, and new token creation as needed.

## Assisted users with various other software and hardware related issues as needed.

## Created and managed trouble tickets in ServiceNow ticketing system as needed.

## Trained new employees in department procedures and assist with troubleshooting software setup and procedures as needed.

## Assisted System Administrators with new user setup and user maintenance as needed.

## Assisted users with Microsoft Exchange, Microsoft 365, Microsoft Office, and Microsoft Intune Company Portal issues as needed.

## Helpdesk Technician

**AireSpring – Van Nuys, CA**  November 2017 to April 2018

* Worked with Support Management to resolve technical issues.
* Assisted users with LAN/WAN network configuration and troubleshooting including wireless technologies (WIFI and Bluetooth).
* Used Putty and MESH to remote into routers via SSH and Telnet
* Troubleshooted router issues using SSH and Telnet.
* Gathered router and bandwidth utilization statistics using SSH and Telnet
* Tracked router status and circuit bandwidth utilization using OMNI monitoring website
* Updated firmware on routers remotely as needed.
* Created and managed trouble tickets using IssueTrak ticket tracking system.

## Helpdesk Technician

**MorphoTrak - Anaheim, CA** January2014 to November 2017

* Worked with Project Managers to build hardware and software solutions.
* Assisted users with LAN/WAN network configuration and troubleshooting including wireless technologies (WIFI, NFC, Infrared, and Bluetooth).
* Troubleshooted hardware and software issues by remoting into user’s computer via Domain Controller.
* Ensured that hosts were connected to domain using SonicWALL Global VPN client.
* Performed hardware support, including troubleshooting hard drives, webcams, biometric scanners, laser printers, network switches, keyboards, and mice.
* Built livescan kiosks from the ground up including mounting hardware on chassis and wiring all components to UPS, backup power supply, and USB hub.
* Imaged desktop, laptop, and tablet PC's.
* Updated firmware on handheld fingerprint scanners.
* Provided software and hardware support via telephone, via email, as well as in person.
* Created product licenses using license dongle.
* Created and managed trouble tickets using Applix ticket tracking system.

## Easy Tech Associate

**Staples - Glendora, CA**

June 2013 to January 2014

* Repaired software, including data backup and factory operating system restores, BIOS configuration, as well as hardware related issues.
* Assisted with LAN/WAN network configuration and troubleshooting including wireless technologies (WIFI and Bluetooth).
* Replaced hardware, and troubleshooted hardware issues.
* Installed software including antivirus software.
* Setup home and business networks onsite.
* Assisted with computer sales and had extensive training on various computer devices, operating systems, and software per manufacture specifications.

## Career Services Assistant

DeVry University - Pomona, CA

March 2013 to January 2014

* Assisted Career Advisors with job searching for students.
* Created and maintained spreadsheets and other documents.
* Maintained student data in online Career Services database.
* Assisted with department related IT issues including hardware and software troubleshooting.

# Education

## Information Technology

Arizona State University – Tempe, AZ

June 2019 – June 2022

## Computer Information Systems

DeVry University-Pomona - Pomona, CA. January 2013 to January 2019

# Skills

40 WPM (10+ years), ANDROID (10+ years), EXCEL (10+ years), FRONTPAGE (Less than 1 year), INTERNET EXPLORER (10+ years)

# Certifications/Licenses

## A+ Certified

January 2020 to December 2020

Currently preparing for A+ certification exam. Expected completion in December 2020

# Additional Information

Special Skills:

Windows XP, Windows Vista, Windows 7, Windows 10, Microsoft Server 2012, Microsoft Server 2016, IOS, Android and Mac proficient with all operating systems, Microsoft Outlook, Microsoft Excel, Microsoft FrontPage, Microsoft Publisher, Microsoft Internet Explorer, Microsoft Word, Lotus software, Typing 40 wpm and 10 key by sight.