**Pedro Antonio Avalos Jr.**

5336 Big Horn Ln ✪ El Paso, TX 79924  
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**KEY QUALIFICATIONS**  
\* 10+ years experience in desktop/laptop repair and troubleshooting  
\* A+ and CCNA course completed

\* Test Out PC Pro Certified

\* Test Out Network Pro Certified  
\* 10+ years experience repairing computer peripherals  
\* Excellent computer software and hardware installation skills  
\* Domain setup and maintenance experience

\* Outstanding customer service communicational skills

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| **AREAS OF EXPERTISE** |  |  |
| ❖ Great Communication | ❖ Problem Solving |
| ❖ Troubleshooting Skills | ❖ Adaptability |
| ❖ Leadership Skills | ❖ Multi-tasking |
| ❖ Innovation Skills | ❖ Project Management |
| ❖ Teamwork Collaboration | ❖ Content Creation |
| ❖ Creativity | ❖ Positive Attitude |

**WORK EXPERIENCE**

**IT-Supervisor |** EPMed, PA – El Paso, TX | January 2020 – Present

**\*\*Job position entailed, but was not limited to\*\***

\* Oversee duties of all IT Staff

\* Collaborated with Doctors working on SEO Profiles (Google, Doctor.com, HealthGrades)

\* Collaborated with Marketing Team work on marketing projects

\* Planned out all IT services (Fiber, Security) and IT equipment needed to open new facilities

\* Established IT Department goals

\* Help staff continuously improve by helping them establish new IT related skills

\* Maintain great communication throughout the IT Department

**IT-Specialist |** EPMEd, PA – El Paso, TX | March 2016 – Present

**\*\*Job position entailed, but was not limited to\*\***

\* Build & Maintain multiple websites

\* Maintain VirtualBox Machines (Ubuntu)

\* Maintain VOIP Telecommunications Server (Shoretel)

\* Maintain Website SEO & Google AdWords

\* Maintained monthly service record on all computers on the network

\* Imaging and setup of new desktop computers

\* Cleaning out the internals of the computers

\* Clearing out cookies and temporary files, as well as repairing any kind of registry errors

\* Created VBA Macros on Word and Excel for departments to help minimize time taken on simple repetitive tasks.

\* Managing server backups

\* Created Inventory Management Database Application for the company using Microsoft Access and MySQL

\* Graphic Design using Adobe Photoshop & Adobe Illustrator

**Network Administrator |** Valley Medical Clinic – El Paso, TX | October 2012 – September 2016

**\*\*Job position entailed, but was not limited to\*\***

\* Built and managed a fresh domain network to correspond with HIPPA compliance

\* Maintained monthly service on all computers on the network

\* Cleaning out the internals of the computers

\* Clearing out cookies and temporary files, as well as repairing any kind of registry errors

\* Creating solutions for simple questions having to do with MS Office products or any other concerns that arise.

\* Managing server backups

**Network Administrator |** El Paso Urgent Care Center – El Paso, TX | October 2012 – September 2016

**\*\*Job position entailed, but was not limited to\*\***

\* Built and managed a fresh domain network to correspond with HIPPA compliance

\* Maintained monthly service on all computers on the network

\* Cleaning out the internals of the computers

\* Clearing out cookies and temporary files, as well as repairing any kind of registry errors

\* Creating solutions for simple questions having to do with MS Office products or any other concerns that arise.

\* Managing server backups

**Business Partner |** Alliance Computer Solutions – El Paso, TX | November 2012 – September 2015

**\*\*Job position entailed, but was not limited to\*\***

\* Assisted customers with any kind of computer problems

\* Traveled to several different locations for onsite repairs

\* Assisted with over 10 business networks

\* Managed several medical clinics with HIPPA compliant networks

\* Was on call 24/7, in case any emergencies were to arise

\* Sorted, managed, and kept up with all customer part orders

\* Diagnosis of any network problems

\* Recovery of data loss

\* Installation and management of network printers

**Computer Technician** | CompUSA – El Paso, TX | June 2010-October 2012

\*\***Job position entailed, but was not limited to\*\***

\* Assisting customers with their computer problems  
\* Running computer diagnostics   
\* Troubleshooting of computer symptoms over the phone   
\* Repair of customer computers within a reasonable time frame  
\* Management of computer parts that were placed on order

\* Filled out service orders for each individual customer and explained in detail, exactly what was done in order for the repair of their computer

**Computer Salesman / Service Writer** | Best Buy - El Paso, TX | September 2008 – June 2010

\*\***Job position entailed, but was not limited to**\*\*

\* Politely greeted customers  
\* Assisted customers on choosing the best computer for their personal use and needs  
\* Assisted Geek Squad with customers at the cash register  
\* Assisted Geek Squad Technicians with installations of antivirus and optimizations

\* Managed and counted inventory during truck delivery

**EDUCATION**

StackSkills, Online |

Ethical Hacking for Beginners

Kaplan University, El Paso, TX | 2014-February 2016 Graduate

Associates in Computer Networking Technology

Test-Out: PC Pro Certified and Test-Out: Network Pro Certified

San Elizario High School, San Elizario, TX | Graduated

High School Diploma  
CISCO Internship | 2007-2008