**ADRIAN MONTELONGO**

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**CAREER OBJECTIVE**

To secure a position, Where my training and skill can be utilize to their maximum potential. I will demonstrate neatness, efficiency and strong sense of responsibility.



**WORK EXPERIENCE**

Guess? Inc,. Los Angeles, CA

*Desktop Support, Jan 2020 – present*

• Provide technical support to 400+ Internal users  
• Identify and troubleshoot software/hardware related issues on devices including: PCs,  
Macs, iPads, iPhones, printers, scanners, RingCentral VoIP phones, unmanaged switches, virtual machines and peripherals  
• Network troubleshooting for LAN, VPN, and Wi-Fi connectivity issues  
• Backup and restore PCs and laptops.

• Enroll users with AD, assign 365 license, Give users permissions for servers, Create mailbox

* Image CPU and Laptops through SCCM
* Creating new end-users through Windows AD and administrating email accounts through Office 365. General end user troubleshooting, password resets, etc.
* Process new end user workstations setups and migration of old workstations
* Repairing equipment as needed
* Install and maintain network hardware and software
* Analyze and isolate issues quickly

Guess? Inc,. Los Angeles, CA

*Store Systems Support, May 2015 – Dec 2020*

* Traveled to stores to troubleshoot and install equipment.
* Updating SQL Database for Employees, and restoring the database to registers.
* Stage registers from SCCM.
* Rollout projects Including Ring Central VOIP phones, Oracle V16, 0365 and WIN PC rollout
* Troubleshoot Networks over the phone with stores in Canada and U.S., and instructed Technicians how to install network equipment.
* Monitored firewall (Fortinet and Meraki) modems, connected to DSL modems using Fortinet router via DHCP or Static connection.
* Assist, analyze, resolve, track, and where necessary escalate store system hardware and software incidents.
* Provide Tier 1, 2 telephone support in accordance with operating and service level agreements.
* Support PC hardware components, desktop operating system software, application software, peripherals, and Ipads.
* POS systems in accordance with department processes and service level agreements.
* Interact with and respond promptly to end user requests and inquiries via telephone and email.
* Maintain and document reported user issues via trouble ticketing system.
* Assist in creating knowledge articles.
* Provide end user support for various levels of technical and non-technical help desk support requests.
* Collaborate with other IT teams to identify best practices and solutions for troubleshooting.
* Coordinates directly with vendors regarding peripheral replacements along with dispatching field techs.
* Use details to provide problem recognition, research, resolution and documentation.
* Assist corporate users

Broadata Communications Inc, Torrance, CA

*Floor Manager, Jan 2013 – Apr 2015*

Manage a team of employees, keep inventory stock and up to date.



Test and troubleshoot transceivers and receivers, and fiber optic cable.



Solder pcb boards, clean and assemble product.





**EDUCATION**

south gate high school, south gate, CA

*High School Diploma, Jun 2004*

General Education



ABC Adult school, Cerritos, CA

*High School Diploma, Apr 2016*

Network+



**ADDITIONAL SKILLS**

Excellent communication, negotiation, convincing and listening skills.



Experience with Microsoft word, excel, VMware, packet tracer, linux, and server 2012.



Interpersonal skills- Self motivated and Fast learner, highly able to work under any circumstance with minimul supervision.