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| Manuel R. Torres | **631 W Houston Avenue**  **Fullerton, CA 92832**  **Phone: (714) 656-8316**  **e-mail: m.torres1320@gmail.com** |

**OBJECTIVE**

* The opportunity to learn and gain additional experience in Operations/Customer/Client Service & Technical Support

**STRENGTHS**

* Self-motivated: able to learn new technologies quickly and with minimal supervision.
* Work ethic: dependable and with a proven ability to work independently as well as part of a team
* Excellent troubleshooting, debugging, analytical and problem solving skills
* Attention to detail, multi-tasking, and strong organizational skills
* Customer relations: demonstrated the ability to think “outside the box” in dealing with client issues and improving levels of customer satisfaction.
* Business relations: genuine desire with an open mind working with and managing relationships with business-to-business clients
* Comfortable interacting with users of all levels, both internal and external to the organization

**EDUCATION**

* Advance Visual Basics Programming – Santa Ana Community College – Santa Ana, Ca – Spring 2011
* PC Troubleshooting– Santa Ana Community College – Santa Ana, Ca– Spring 2011
* AS/400 ISeries Operations – Cerritos Community College, Cerritos Ca – Spring 2011
* Introduction to Java Programming – Santa Ana Community College – Santa Ana, Ca – Fall 2010
* MS Access – Santa Ana Community College – Santa Ana, Ca – Fall 2010
* Introduction to Visual Basic Programming – Santa Ana Community College – Santa Ana, Ca – Fall 2010
* Introduction to Computer Science – Santa Ana Community College – Santa Ana, Ca – Summer 2010
* 3M Fiber Certification – Netswork Inc – Irvine, Ca – Summer 2000

**TECHNICAL SUMMARY**

Hardware: IBM PC’s, Laptops

O. S.: Windows 9X/XP, DOS

Languages JAVA

Databases: Microsoft Access, SQL

Networking: Basic TCP/IP, LAN, WAN

Applications: Microsoft Word, Excel, Access, Power Point, Outlook

Testing Tools: HP Scope Tester, Fluke Testers, OTDR Testers

**REFERENCES**

Porfirio Pena (949) 784-9435 [Friend]

Anthony Aiello (949) 383-6578 [Co-worker]

John Enriquez 26084 Serrano Court, Lake Forest, Ca. 92630 (714) 349-2341

E-mail: [pleb.johne@gmail.com](mailto:pleb.johne@gmail.com) [Retired police officer / Father-in-law]

Additional references available upon request

**PROFESSIONAL EXPERIENCE**

# Client: Authentic Taco Co May 2013-Present

## Owner/ Cook

**Responsibilities:**

# Set Party appointments with clients

* Purchasing
* Marketing
* Food prep
* Cook

# Client: Contractor April 2010-Present

## Home Repair / Maintenance

## **Responsibilities**:

* Drywall Repairs
* Light electrical repair/replace/add-ons
* Painting – Interior / Exterior
* Tile – Ceramic
* Wood flooring
* Cabinet Installations – Kitchen, Bathroom, Garage
* Light plumbing
* Landscaping including sprinkler systems, drip systems, artificial turf

# Client: Outsource El Segundo Ca April 2014-Present

## Low Voltage/Security Tech

## **Responsibilities**:

* Install cabling per scope of work
* Installation, repair and/or replacement of voice and data cabling for both copper and fiber (interior)
* Installation of Video Surveillance. Set-up of DVR software and provided on-site training with customer
* Set-up and configure Wireless Access Points (WAP) units
* Set up Software for access control and provide onsite training with client

# Client: Santa Ana Community College, Santa Ana, CA Sep 2010 – May 2012

## Student - Internship

**Responsibilities:**

* Hardware upgrades – Desktop/Laptop memory installation, changed /added HDDs and peripherals
* Software upgrades – Windows XP, Vista, 7
* HDD Imaging using ghost software
* Help Desk – created and managed tickets called in by College Staff
* Working with ‘N Computing’
* Data Migration

# Client: Clean Rooms West, Irvine, CA Dec 2008 – Feb 2010

## Crew Worker

**Responsibilities:**

* Oversee small projects which included voice and data cable using Cat5e, Cat6 and Cat 6e
* Built special custom rooms according to HEPA specifications
* Supervised same day demolitions of office floors. Re-designed floors according to customer blueprints including the set-up of cubicles
* Wiring A/C units and connections to Fire Alarm systems including running lines for smoke detectors
* Installed and wired call boxes inside the clean rooms
* Troubleshoot and recreate problems in software installation, functionality & database connectivity to solve network issues.

# Client: Maverick Communications, Beaumont, TX Aug 2003 – Mar 2008

*Lead Technician/Field Supervisor*

**Responsibilities:**

* Oversee both small and large projects
* Line work – voice and data cabling (exterior)
* Managed a staff of up to 10 crew members depending on projects
* Installation, repair and/or replacement of voice and data cabling for both copper and fiber (interior)
* Installation of Video Surveillance. Set-up of DVR software and provided on-site training with customer
* Set-up and configure Wireless Access Points (WAP) units
* Set-up VoIP hardware and software
* Set-up phone switches
* Maintained daily inventory records to determine materials needed for projects. Placed material orders in anticipation of site needs. .
* Established constant communication with customers providing customer service for walk-throughs before, during and after projects

**Environment:** Windows, HID (Access Control software)

# Client: Crabtree Barricades, Beaumont, TX Mar 2002 – Jun 2003

## Crew Worker

**Responsibilities:**

* Set-up detours for road construction
* Installed reflector markers based on blueprint drawings
* Installed stop signs

**Client: Netswork Inc, Irvine, CA Jul 1999 – Feb 2002**

Lead Technician

**Responsibilities**

* Basic cable installation and termination in commercial buildings.
* DSL setup and configuration of both hardware and software
* Managed small – medium projects