**Professional Summary**

I have over 13 years of professional IT experience in Help Desk/Desktop Support I have supported customers in both the commercial industry and employees in a corporate environment and have managed and lead teams. My goal in the next 5 years is to be a Supervisor/Manager/Executive, IT Administrator, or work IT Security.

**Achievements**

* Completed my CIS degree.
* Got Promoted within my first 3 months of working.
* Accomplished an IT project 4 weeks ahead of schedule.
* Was tutor of the year while in college.

**Education**

Bachelor of Science in **Business Administration** at California Polytechnic State University, Pomona.

Major in **Computer Information Systems**.

Minor in **General Management**

**Work Experience**

**New Horizons Learning Group** March 2018 – Present

General Management / Supervisor

* Managed day to day projects of my team; Ensured all clients are satisfied; Prepared/Organized rooms for class/group meetings; Monitored ongoing practices with company’s policies and regulations; Determined areas of improvement for cost control and initiate changes; Managed and track distribution of all IT assets;

Computer Trainer / Mentor

* Tutored/taught clients in their courses (Microsoft Office, Adobe software, A+, Network+); Monitored clients results and optimize procedures to increase productivity; Helped create a career plan for clients.

Computer Technician / Jr System Administrator

* Monitored server and network systems; Configured, upgraded and maintained hardware, software and infrastructure; Created and maintained user accounts through Active Directory; Created computer images for room rentals; Resolved users calls/e-mails about computer related problems; Updated and Added products to our CRM database.

**New American Funding** March 2017 – January 2018

Application Supervisor (June 2017 – January 2018)

* Created the procedures and policies for our department; Managed team of 10 with everyday tasks; Generated reports for manager and executives on employee performance and usage of App; Trained new employees on all of our department’s policies and procedures; Completed special projects assigned by manager.

Application Support Specialist (March 2017 – June 2017)

* Functioned as liaison to development team about the status on app’s problems and enhancements and reported back to my manager/executives; Answered questions and resolved problems by e-mails and phone calls from Loan Officers and Realtors regarding our phone app; Presented training sessions about our app and created the app accounts for our customers.

**Techie Loving Computers** February 2006 – March 2017

Owner / Manager

* Provided IT support to customers remotely and onsite; Overseer of company with quotes and service for customers; Maintained files and admin records; Installed, maintained, and repaired computer hardware and software; Removed viruses, worms, malware, and adware; Set up people’s internet and router connections; Computer consulting.

**LA Care (Contract)** April 2016 – June 2016

Service Desk

* Supported users in a corporate environment; Provided Level 2 desktop support; Added, removed, and replaced computer equipment; Set up computers and microphones for corporate/executive meetings; Cataloged company’s assets; Set up and configured new user’s computers; Closed, updated, and escalated tickets; Assisted other teams in their work.

**Forever 21 Corporate**  October 2014 –November 2015

Help Desk Technician – Tier I and II

* Answered phone calls made by employees at Forever 21 worldwide; Opened and Closed about an average of 20 tickets a day; Monitored store’s servers, network, and databases; Configured computers and POS registers; Used Active Directory to add/edit user information; Trained new technicians; Assisted my supervisor in his work/projects; Fixed store’s POS registers and computers; Troubleshoot peripheral hardware such as: Printers, Keyboards, and Verifones/Pinpads; Troubleshoot software issues such as: POS software, Sale Transactions, and Kronos.

**ABC Services**  June 2013 – October 2014

Desktop Technician:

* Provided support to commercial and residential customers to troubleshoot computer related problems; Tested, Diagnosed, and repaired HP, Dell, and Toshiba computers, Installed RAM, Hard Drives, and Video Cards; Upgraded Windows Operating Systems; Set up and configured internet connections; Removed viruses, worms, malware, and adware; Answered phone calls.

**Learning Resource Center**  Sept 2010 – June 2012

**ASI Tutor:**

* Tutored students one-on-one; mentored students and other tutors; followed up on student’s progress.
* Awards: Tutor of the Year 2012; Obtained Level 1 & 2 CRLA (College Reading & Learning Association) Certification.

**Skills**

* Operating System: Windows: 10, 8.1, 8, 7, Vista, XP; Mac
* Adobe: Adobe Creative Cloud, Photoshop, Flash, Premiere, Dreamweaver, Acrobat, Connect
* Microsoft: Office 365, Access, Excel, OneNote, Outlook, PowerPoint, Visio, Word, Skype for Business .
* CRM / Ticket Systems: OS Ticket, Freshdesk, Samanage, SolarWinds, Spiceworks, Footnotes, ITSA.
* Remote Support: TeamViewer, GoToMyPC, Windows Remote Desktop, Dameware; LogMeIn.
* Soft skills: ENTJ, Documentation; Training and Development; Relationship Building; Team Player.
* Other Software: SharePoint, AssetTiger,