**Patric Dominguez** 2765 NE John OlsenAve

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I am currently a Remote MFP Technician for Pacific Office Automation. I am studying for the CompTIA Network+. I have the drive and passion to learn, and my overall goal is to become a well-rounded IT professional.

**Certifications and Training *IT-Ready Program*** Chosen to participate in a training program sponsored by the CompTIA’s Creating IT Futures Foundation intended to develop local talent to support the growing need for entry level IT professionals in the Portland Metro area. IT-Ready involves A+ training, certification, conflict resolution and professional business skills have prepared me for a career in IT.

***IT Support Specialist Google, Coursera*** Technical Support, Computer Networking, Operating Systems, System Administration, IT Infrastructure services, IT Security.

**CompTIA A+ Certified. Coursera, Google IT Support.** a

**Experience Pacific Office Automation** July 2019 – Present *Remote MFP Technician*Troubleshotnetwork and printer issues using TeamViewer and ConnectWise. Worked with Windows server, 7/8/10 OS, Mobile devices and MAC OS. Installed and configured print drivers, print software and scanning software. Setup scanning via SMB, FTP and SMTP. Assisted IT and end users with Microsoft Outlook, Gmail/G Suite and Office 365. Adjusted firewall allowances and created port rules. Documented and updated tickets using ticketing software. Assisted in new hire and end user training.

**Express Employment Professionals** July 2018 – February 2019 Assistant *Press Brake Operator* Analyzed blueprints, drawings and work order sketches to create precision bends. Examined each piece completed to ensure conformance to specifications, using calipers, protractor, square and tape measure. Used teamwork skills to complete certain tasks needed every day.

**Auto Warehousing company** Oct. 2016 – May 2018 *Accessory Installer* Verified Vehicle information and work orders, made sure parts corresponded with work orders, performed medium level installations of accessories such as: Trailer Hitch, Remote Start, Spoiler, DVD, Fog Lights, Side Steps, Navigation system and Radio. Installed each accessory in a timely fashion whilst following proper safety precautions.

**Insurance Auto Auctions** April 2014 – Oct. 2016 *Customer Service Representative*  Provided a variety of customer support services through mail, telephone, and direct personal contact. Entered data into a computer system. Resolved customer complaints and requests successfully. Set up new records and maintained existing records. Performed word processing assignments, filing and related clerical duties. Followed well-established procedures, processed vehicle titles, and assisted with other functions as well.

**Skills** - Computer Hardware knowledge and installation - Computer Software installation and management - Strong print knowledge ( installation, troubleshooting, WEB UI) - Computer maintenance, troubleshooting and repair - Excellent communications, time management, and interpersonal abilities