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|  | Aaron J. De La Wills  1401 Hargrove Street  Antioch CA 94509  Phone: 415-912-7115  E-mail: aaronwills28@yahoo.com |

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|  | Entry-Level IT Support Technician  Newly IT Support Technician seeking long term career placement. Providing strong work ethics and optimal customer service to the IT field through the use of knowledge, experience, and communication skills.  Education and Certificates   * Coursera Google - Technical Support Fundamentals, Bits & Bytes, and Power User Certifications (2020 – No Expiration) * C.P.R, A.E.D, and First Aid (2020 – 2022) – American Red Cross * Attended Heald College 2009 – 2011 (4.0 Cumulative GPA) Dean’s List – Criminal Justice Discipline * Graduated from Ponderosa High School in 1998   Skills   * IT Troubleshooting and Problem Solving. * Onsite & Remote Technical Support. * Installation of computers, printers, conference equipment and televisions, using peripherals. * Up-to-Date Knowledge of computer and phone software support, setting up Wi-Fi and installing applications on multiple devices. * PC and Mac user friendly. * MS Office, Microsoft applications, Zoom, Google Meet, Adobe, Excel, etc. * Outstanding Customer Service with a helpful attitude. * Worked in both self-motivated and team based formats.   Experience  **IT Support Tech Assistant Internship BKF Engineers – Walnut Creek, CA** (April 2021 – July 2021) – 3 month Internship   * Transportation and installation of computers, televisions and conference equipment all over Northern California. * Utilized CMD and VNC to troubleshoot issues remotely. * Diagnosed hardware and software issues using dxdiag. * Documented and maintain IT inventory using the program AssetPanda. * Reviewed and resolved IT helpdesk requests using the program Freshservice. * Installed, monitored and troubleshot security programs such as DUO and Webroot for a company of 500 employees. * Prioritized and escalated issues as necessary.   **Administrative Coordinator II Better4you Meals – Millbrae, CA** (August 2019 – January 2020)   * Bid and purchased food and materials for company and team using Fishbowl. * Troubleshot company network problems and installed computer hardware/software. * Created and updated Excel spreadsheets for company and team. * Received and Audited invoices. * Filed and retained records of goods, schedules, and clients using Microsoft programs.   Account Manager University Corporation of San Francisco State University – San Francisco, CA (July 2012 to August 2019)   * Supervised and Managed food trucks daily operations for 20-25 vendors. * Diligent with assessing a variety of matters that can arise: cancellations, re-scheduling and replacing vendors when needed. * Advised menu changes to increase vendor profit. * Advertised creative daily social media posts and blogs. * Corporate ambassador presenting to the campus community during seasonal orientation.   **Print and Production Assistant - Campus Copy Center, University Corporation of San Francisco State University, San Francisco, CA** (July 2012 to August 2014)   * Created profitable customer service experiences. * High capacity production of print requests for students and professors in a timely manner. * Produced large format poster projects, syllabuses, booklets, bulletins and theses.   **Shipping and Receiving Data Assistant – Franciscan Shops of San Francisco State University/SFSU Bookstore, San Francisco CA** (Jan 2010 – July 2012)   * Received and imputed correct supply orders based on invoices. * Created shipping labels for incoming and outgoing packages and supplies. * Recorded any inconsistencies of over or short amounts of products and supplies received. * Adhered to time-sensitive and fast-paced deadlines. * Operated job related tools needed to complete tasks: pallet jack, shrink wrap machines, mat knives and dollies. |

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