**Nicholas Orozco**

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Prime Directive

I am an IT generalist with a focus in interdisciplinary problem solving, looking to expand my skills by working with a wide range of professionals, understanding how they interact with the IT infrastructure, and use that knowledge to provide the best support while finding ways to improve each user’s experience.

Skills & Technologies

* Software & Hardware Installation
* Troubleshooting
* User Training and Education
* Customer Service
* Procedure Documentation; Technical Writing
* Remote Support (TeamViewer, LogMeIn, tawk.to)
* Windows, Windows Server, & Linux Administration
* Microsoft Office, Malwarebytes
* VPN, VoIP, DNS, FTP, Firewall, Cisco
* SHARP and Brother MFPs
* PowerShell, Bash, and Python Scripting

Work History

**Micron Environmental Labs**

IT Admin & Receptionist Feb 2010 – July 2019

* Procure, install, and maintain all computer and network equipment for the lab.
* Train new employees on procedures and provision user accounts.
* Provide remote desktop support for all lab staff.
* Research and implement software for various tasks (i.e. employee scheduling, email, data backup).
* Communicate with customers via phone, email, and in-person.
* Track high volumes of lab samples throughout the day to ensure analysis deadlines are met.
* Collaborate with lab personnel to find solutions to unique customer issues and requests.

**DTT Surveillance**

IT Business Analyst Feb 2016 – Jan 2017

* Gathered product requirements for internal and customer applications.
* Performed preliminary testing of products; worked with QA to outline test goals.
* Tracked tasks for business and systems analyst teams.
* Provided Tier III technical support and tracked vendor escalations.
* Regularly engaged with team leaders to discuss procedure improvement plans.

**uWink**

Support Tech & Host Sept 2008 – Jan 2009

* Troubleshooted and maintained guest terminals
* Assisted IT with resolving terminal and network issues.
* Welcomed, seated, and provided guests with food-ordering and gameplay demonstrations.

Education

**De Anza College, 2005-2009**

Certification

**CompTIA A+**