**WORK EXPERIENCE**

**Tesla – Production Staff for Model 3s**

Fremont, CA 02/2021 to present

* Responsible for maintaining a safe work environment, including housekeeping, labeling and organizing, Practice of the 5S maintain proper order in work environment
* Operate touch screen, assist troubleshooting robots
* Operate hand tools in the construction of Tesla Model 3

**Medical Interpreter – Customer Service** (Video and In-office medical doctor to patient Interpreting English to Spanish) 09/2017-02/2021

* Set up soundbar configure for computer for video conference use.
* Download and configure video conference software, Zoom, MS Teams, Google Hangouts.
* Facilitate meetings between doctor and patient.
* Configure headsets for computer conference use.

**IT Technical Support, Robert Half**

San Lorenzo, CA 03/2017-09/2017

* Highland Hospital - Supported agency/departmental computer systems and related equipment; provided consultation to departmental support staff and management on software issues.
* Coordinated and participated in providing technical assistance to computer users regarding software, application and connectivity problems act as system(s) administrator for some applications. Served as primary contact in troubleshooting assigned systems; fixed problems as needed.
* Supported assigned computer systems. - VMware Horizon View Administrator - Virtual Machine Management - Remote Desktop Connection - DameWare Mini Remote Control - Active Directory - Skype for Business
* CanCon Group IT firm - Rack and Stack, build server racks, cabling, labelling of all Dell 1U to 4U servers.
* Troubleshoot server by reseating component cards that were not functioning properly.
* Upload Axion server OS, verify drive requirements insert / remove hot swappable drives, configure RAID arrays.
* East Bay Paratransit - Act as onsite IT representative for IT administrator. Handle all and every situation regarding servers, computer, printer. Provision accounts using Active Directory.

**Freelance, Self Employed Desktop Support**

San Lorenzo, CA 02/2016 to 03/2017

* Professionally Developed and built websites Familiar with HTML, CSS, Javascript
* Managed aggressive schedule to complete tasks on time resulting in positive quality products
* Conflict and Crisis management. Expert with critical thinking; Resolved Internet Connections as well as Wi-Fi, wireless printers. Expert knowledge of Mac OSX, Windows OS, support of Mobile Devices
* Installed Software, set up desktop and peripherals, monitors, printers.
* Installed CCTV security cameras and remote access via handheld devices. Re-imaged computers.

**Technical Support 2 Internet Services**

AT&T - San Ramon, CA 04/2001 to 02/2016

* Conducted technical support by troubleshooting internet connection, TV service, and VOIP problems over the phone. Made outbound calls to customers for verification of issues reported on trouble tickets. I cancelled tickets, which were resolved through further troubleshooting and saving the company millions of dollars from unnecessary dispatches.
* Provided phone support of Windows OS, Mac OSX, IOS, as pertains to Wi-Fi and internet connections and software installation. I operated under heavy-duty phone answering environments. Troubleshooting internet and networking system issues over phone and remote access applications. Problem solving for supported email clients. Processed incoming/outgoing mail, database entry, and scheduled dispatches as needed. I acted as liaison between consumer maintenance groups and other management groups. Mediated service disputes between consumers and fellow employees. I delegated and submitted escalations to appropriate groups.
* Supervised and assisted clients' internet installation through DSL/Uverse. Isolated causes of reported concerns and provided fix. Provided peer-coaching assistance to colleagues and substituted as team lead to meet availability demands. Mentored 1st Tier Techs; Provided Wi-Fi support, Windows OS support, Mac OSX support, Router advanced configuration support (LAN/WAN) (Wi-Fi), Mail Client support, Microsoft Office support, iPhone, iPad, Android, Galaxy support, Wireless Printer support.
* Installed/Uninstalled software & firmware upgrades.
* CRM, processed all orders for SBCIS, New, Disconnects, up/down grades, contract renewals, and site changes. Took inbound calls from ASI internal partners
* Assisted customers with basic to very complex voicemail problems, recommended solutions.
* Assisted Priority Analyst Group with SBC major accounts like State and Federal Government accounts.
* Sales experience of AT&T products and services

**EDUCATION**

Codify Academy - San Francisco, CA March 2016 to July 2016

Silicon Valley Technical College 2000, Diploma Network Technician

Cal State East Bay - Hayward, CA 1994

Chabot College - Hayward, CA 1992, AA in Liberal Arts