Anthony Mercado

1500 Warren St, Santa Ana CA 92705

1 (714) 552-8500

[avmercado714@gmail.com](mailto:avmercado714@gmail.com)

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| A young professional with a unique combination of customer service and technical support skills, bringing to the table the ability to provide more than 5 years of successful customer service and great computer skills. English/Spanish bilingual speaker and writer. |

**Profile:**

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| In programming, installation of computer hardware and software applications, troubleshooting, presenting complete customer service.  Include continuing to grow in leadership and knowledge, excel in innovative technology application, interact and share with team members and colleagues, and develop world-class solutions to real world challenges. |

**Experienced:**

**Professional Goals**

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| **September 2007 – June 2010**  Esperanza High School (High School Diploma)  **September 2011 – December 2012**  UEI College (Certified Computer Technician) |

**Education:**

**Employment:**

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| |  | | --- | | **JAN 2011 – OCT 2013** |   **PCM SARCOM, CA**  **Service Technician**   * Imaging desktops and laptops (Familiar with Clonezila and Ghost) * Asset tagging orders for a diversity of companies. * Filing work orders for numerous companies. * Install hardware to laptops, desktops and servers. (RAM, Hard Drive, SSD, Power Modules, Video cards, NIC Cards etc.) * Assembling & dismantling desktops and laptops.  |  | | --- | | **APR 2014 – AUG 2017** |   **Currency Counting Consultants, Inc.**  **Technician**   * Quickly and effectively solve customer challenges. * Maintain great composure and effective communication skills. * Repair, program and calibrate Currency Counters. * Well experience in soldering components. * Provided great customer service while displaying enough product knowledge on hand.  |  | | --- | | **OCT 2017 – NOV 2019** |   **Magner International Corp, CA**  **Service Technician**   * Trouble shoot Currency counters via email, phone and TeamViewer. (Whatsapp, Skype and other programs). * Traveled to various countries to train and assist customers on sight. * Maintenance, repair and calibrate currency counters. * Assembling & dismantling currency counters to teach customers about our products. |

**Experienced:**

* Trouble shooting problems, installation of hardware and software.
* MS Word, Excel, Power Point, Access.
* Operating Systems: Windows XP, Windows Vista, Windows 07, Server 2008.
* Familiar with HP, Lenovo, Dell, Acer, Apple, desktops and laptops, printers and projectors.
* English/Spanish bilingual speaker and writer.
* FedEx, UPS and DHL shipping.