EDWIN MANCIA

**PROFESSIONAL EXPERIENCE**

**MILLENIUM STAFFING SOLUTIONS**

IT Support Technician (contractor)

• Assisted customers over the phone or via email to provide solutions to technical problems.

• Communicated with all levels of our support team and ensured follow-up with the customer.

• Installed printers, scanners, and other hardware devices on site.

• Collaborated with other technicians to best serve the customers and ensured the best outcomes.

• Provided onsite and remote desktop support to our customers who had critical response time requirements.

• Worked independently to answer service desk calls and urgently analyzed technical issues.

• Troubleshot over the phone and via remote log-in, and escalated problems to Level 3 support when appropriate.

• Supported a variety of network and end-user environments.

• Demonstrate superior customer service and communication skills.

• Responsible for Installing, maintaining, and insuring optimal uptime of network hardware and software; PCs, laptops, applications, VOIP phone systems, Office 365, and other IT or AV equipment.

• Performed hardware and software updates and upgrades.

**HARRIS COUNTY**

Help Desk Specialist

• First point of contact for users seeking technical assistance via self-service portal, email, or telephone.

• Monitored and respond quickly to incoming ticketing requests.

• Provided technical assistance and support for incoming issues related to systems, software, and hardware.

• Troubleshot issues, bugs, and assisted in resolving tickets.

• Setup, configured, and installed new desktops or laptops as required.

• Maintained computer systems and acted as support if system went down.

**CSAT SOLUTIONS**

Triage Computer Technician

• Provided customer service and support on applications and platforms.

• Assisted with execution and implementation of IT projects.

• Assembled computers. laptops, and tablets.

• Escalated support tickets, both onsite and remote, to drive resolution for client issues.

• Ensured that requests for assistance were properly logged, assigned, and responded to in a timely manner.

• Maintained system information changes and updates.

**SELF-EMPLOYED**

Freelance Computer Technician

• Fixed computers at the small businesses and private homes.

• Made and reviewed digital documents and recovered information for private users.

• Purchased computers and supplies for private users.

**BARRI FINANCIAL GROUP**

IT Support Specialist

• Provided technical support to end users on a variety of IT issues.

• Identified, researched, and resolved technical problems.

• Responded to telephone calls, emails, and personnel requests for technical support.

• Documented, tracked, and monitored the problem to ensure a timely resolution.

• Relied on instructions and pre-established guidelines to perform the functions of the job.

• Created reports to manager upon request.

• Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

• Ran diagnostic programs to resolve problems.

• Resolved technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

• Managed networking DNS Management of DNS registry for internal applications and services.