**Joel C. Tiangco**

**Harbor City, CA 90710**

**Skills**

* Computer hardware assembly/disassembly
* Install/configure OS Windows 7/8/10/, Macintosh OSX, and Windows XP/Vista/NT/95
* Configure and repair OS Windows & Apple software/hardware
* Printer installation and repair
* Troubleshoot OS problems including viruses and malware
* Install and configure WIFI systems
* Can repair Unix/Linux operating systems
* Familiar with Visual Basics 6.0, HTML, JavaScript, CSS, VMWare, LogInMe, Net Meeting, TeamView, Slack, Sharepoint, Cherwell, ATS, BitLockers, VirtualAssistPro, Discord
* Can set up and configure MS Office Suite & 365, Dream Weaver, Photoshop, Sharepoint.
* Windows Migrating [Windows 7, 8, and 10], re-imaging and imaging

**Work Experience**

***Dell Field Technician, Worldwide Tech Services, Los Angeles, CA August 2020 - January 2021***

Responsible for on-site installations, maintenance, and repair of company and multi-vendor systems, including hardware, software, and networking products as well as operating systems. Ensures customer satisfaction by advising customers on preventative maintenance and configuration which may impact product performance.

***IT Field Specialist, Los Angeles Election, Los Angeles, CA*  *Oct 2020* – *November 2020***

Installing and maintaining computer systems and networks, troubleshooting to diagnose and resolve computer problems. Maintaining records of repairs, fixes, and maintenance.

***SR Desktop Technical Support, LA of County for Public Health, Commerce, CA June 2019 - February 2020*** Responsible for all technical and hands-on hardware support services for Plus employees and contractors. The Specialist will oversee the configuration and re-purposing of all workstations, mobile devices, print management, telephony, and other systems.

***IT Assistant, [temporary job] Personal Assistance Service Council, Pasadena, CA Jan – December 2018***

Most IT assistants handle the same types of duties, which involve keeping all computer equipment running smoothly as well as ensuring that computer users are able to interact with this equipment successfully. Each IT assistant position could have more or fewer duties depending on the size of the company, IT department, and workload.

***Dell Field Technician, Worldwide Tech Services, Los Angeles, CA Dec 2013 – June 2017***

Responsible for on-site installations, maintenance, and repair of company and multi-vendor systems, including hardware, software, and networking products as well as operating systems. Ensures customer satisfaction by advising customers on preventative maintenance and configuration which may impact product performance.

***Freelance Computer Repair and Installation, Los Angeles, CA Dec 2011- Present***

Perform installation, maintenance and repair on laptops, desktops, communications equipment, tablets, smart-phones, and printers.

**Education/Certification**

* Dell DSCE Certification, Dell Education, Los Angeles, CA, Dec 2013 & August 2020
* A+ certification, ABCO Technology, Los Angeles, CA, Oct 2012
* A.O.S., Applied Computer Technology, Rochester Institute of Technology, Rochester, NY, Nov 2009
* Lenovo Certification, Lenovo Learning, Los Angeles, CA, August 2020