Orlando Camba Jr.

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# OVERVIEW

My approach to providing technical support is placing client and team at the center of all I do. I have a solid technical aptitude to learn new technologies and provide exceptional support to the clients I serve. My experience includes assisting end-users in the field, over-the-phone, and remotely

# EDUCATION

• Six Sigma Certified

• Windows 10: Administration Certified

• Barracuda CloudGen Firewall Certified

• Barracuda Cloud Certified

• Barracuda Sentinel Certified

• Barracuda Essentials Certified

# TECHNICAL SKILLS

* Onsite support for systems and networks, troubleshooting, upgrades, inventory, asset tracking
* Deploy and maintain technology including desktops/laptops, VOIP phones, mobile devices, audio & visual equipment, WISP equipment *(radios/antennas)*, remote camera systems, access point, and multi-factor authentication (MFA)
* Install, provision, test, and manage Ethernet, fiber, 802.11 wireless connections *(copper, fiber, wireless)* maintaining clean cabling standards
* Coordinate and schedule vendors such as ISPs (*ATT, Comcast, Spectrum*), printer vendors (*Xerox, POA*), VoIP vendors, trades, and related contractors
* Manage workflows and requests using internal ticketing software
* Effectively communicate systems and network status updates to teams across organizational levels
* Brief with internal VP’s, project managers, and executives
* Update documentation in SharePoint, create reference guides and how-to docs for clients using IT Glue documentation software, build network diagrams on the Lucidchart platform
* Identify installation and potential network and system failures, provide solutions, and next steps

# PROFESSIONAL EXPERIENCE

Elevate Technology Group

Field Operations

Dates Employed: Oct 2019 – Sep 2021

Location: Portland, Oregon

• Provide remote and field support in engineering, law, healthcare, and enterprise settings

• Communicate verbally and in writing with peers, supervisors, clients, and partners across organizational levels

• Serve as the face of the company supporting clients for ticketed and non-ticketed requests making technical language easy-to-understand

• Rotate on-call shifts to monitor network infrastructure 24/7 and respond to critical “network down” emergencies

• Manage schedule using internal IT ticketing system

• Work with vendors across disciplines such as Telecom *(Comcast, ATT, Ziply, Spectrum)* and Trades *(electricians, low-voltage techs, cabling techs)*

• Troubleshoot system and network failures, evaluate performance, and escalate to appropriate teams

• Schedule upgrades and maintenance without interrupting client productivity, often working after hours and in inclement weather

• Learn new technology included in the scope of new client deployments

• Constantly expand skill set to better serve clients

Progressive Insurance

Claims Rep/Auto Damage Adjuster

Dates Employed: Sep 2016 – Nov 2019

Location: Tigard, Oregon

• Investigate medical, auto, and property damage insurance claims

• Evaluate policies for coverage and services available to holders and claimants

• Interview policyholders, witnesses, law enforcement, and claimants for facts of loss

• Analyze police accident reports, hospital records, and any documents

• Use good judgement to make the final liability decision on behalf of policy holders

• Completed training in vehicle damage and auto body repair as an adjuster at Progressive

• Strong attention to detail to investigate vehicle accident damage and pre-existing damage

• Maintain a strong relationship with autobody shops, insurance carriers, and rental car companies to ensure good experiences for our clients

• Approved to authorize repairs up to $20,000

# REFERENCES

* Tomas Mendoza – Elevate Connex – CEO/Infrastructure Engineer
* Kyel Villanueva – Elevate Technology Group – Field Operations Manager