**Joel C. Tiangco**

**Harbor City, CA 90710**

**310-986-2601**

**Joel.Tiangco@gmail.com**

**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, Sharepoint, Cherwell, ATS, BitLockers, VirtualAssistPro.
* Can set up and configure MS Office Suite & 365, Dream Weaver, Photoshop, Sharepoint.
* Windows Migrating, re-imaging and imaging

**Work Experience**

***Remote Administrative Assistant, Swiss Post Solutions. Los Angeles, CA April 2020 - Present*** Oversee schedules for all executives and manage booking for conference rooms and group workspaces. Maintain and improve online databases of client accounts and external vendors, including updating information when necessary. Created a new system for following up with potential clients in an efficient and effective manner.

***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 work stations, 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, EducatedDell, Los Angeles, CA, Dec 2013
* A+ certification, ABCO Technology, Los Angeles, CA, Oct 2012
* A.O.S., Applied Computer Technology, Rochester Institute of Technology, Rochester, NY, Nov 2009