***Steve Depaz***

· Las Vegas, NV · Cell: (707) 490-8817 · Email: Stevedepaz@outlook.com

***OBJECTIVE:*** An enthusiastic, skilled, and reliable computer technician seeking a position that reflects my experience, skills, and personal attributes including dedication, meeting goals, and the ability to follow through.

***SUMMARY OF SKILLS:***

· Top-**Secret** Clearance · User Training/Support · Smartphone Repair

· Spanish Fluency · Computer Repair · Virus Protection

· Computer Configuration/Troubleshooting · Mentoring Jr Staff · Field Service Mobile App

· Basic network troubleshooting · Basic Unix/Linux · MS Great Plains

· Leadership, Strong work Ethic · Independent, Team Player

· Excellent knowledge of Windows Operating Systems

***EDUCATION & CERTIFICATIONS*:**

2010 - 2013 **Empire College –** Santa Rosa, CA

Associate Degree (Information Technology - Microsoft Concentration)

***-*** GPA- 3.38/4.0 100% attendance

2013 - 2015 ***-*****CompTIA A+**

2013 - 2015 - **CompTIA Network+**

2013 - 2014 -**HP University**

Laser Jet University Training – Houston, TX

Design Jet Training – Boise, ID

***EXPERIENCE:***

Sep 2012 - ***HP Inc. San Francisco, CA***

Mar 2021 ***Customer Engineer II / Field Technical Support Representative II***

Provide remote, over the phone, and on-site repair, maintenance, and upgrade services for HP.

Help train and supervise new hires in the Bay Area.

Diagnose errors/technical problems onsite and remotely.

Provide technical support on HP Computers, Laser Jets, and Design Jets.

Prioritize and schedule work orders that are dispatched according to our service level agreement.

Work close with our level II and III tiers to come up with a quick resolution.

Reimage PCs and backup data for customers that require it.

Participate in team meetings and skill-building trainings.

Dec 2011- ***E & M Electric and Machinery, Inc. Healdsburg, CA***

Jan 2012 ***Computer Software tech***

Configured routers and PLC’s and loaded necessary software onto PC’s.

Jan 2010- ***Independent contractor Santa Rosa, CA***

Sep 2012 Operating system upgrade, Defragging, Virus removal Installing/removing software,

Laptop LCD replacement, RAM upgrade, Keyboard Replacement.