**Rodrigo Valdivia**

IT Technician

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**Personal Projects**

Website Hosting- I host my own website through my own computer using xampp web server package with WordPress installed as a hub for all my other projects.  
  
File Storage and Synchronization system –I use an open source software known as pydio that is used as a way to store files and as a sort of portable storage that is accessible through the internet.  
  
Home Network.- Port forwarding, DDNS configurations. VPN configuration. Network attached storage configurations.

**Education**

Southeast Career Technical Academy (Tech School)

Majored 4 Years in Internetworking Technology CISCO (IT)

* Strong fundamentals of computer hardware and software systems
* Design, maintenance, repair, and technical support in computer networks
* Troubleshooting, installing, and upgrading computer systems
* Designing, building, and maintaining Ethernet networks
* Understanding in LAN, VLAN and WAN networks

**Job Experience**

**Tesla, Inc. Production Associate** (August -November,2018)

-Kept up with an increasing production demand and consistently performed well in expectation.

-Was well liked by many staff members and made great relationships with them

**Randstad, Assembly line worker** (April-June 2019)

- out of the box IT deployment,  
-Computers were setup by me to IT Standards for multiple companies.

**Everise, Tier 2 Eero Support** (April 2020- Present)  
- Technical Support for Eero mesh Home wifi system.

-Worked as Tier 1 Support for 6 months until a position opened up for tier 2. My expertise in networking landed me the position for tier 2 support.  
Tier 1  
-Learned empathy to deal with customer situation  
-Lowest AHT in the team because of networking knowledge and experience with the system  
-Taking free time to answer emails with customers.  
Tier 2  
- Networking support through chat  
- Dealing with Difficult tickets that tier 1 is unable to solve.  
-Multitasking between Emails and Chat tickets at the same time.

**Technology Summary**

Certification:

Operating Systems:

CompTIA A+ Certification

Windows XP,7,8,10