**Andres Lozano**  
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**Objective:**

To pursue a productive career in a growing company utilizing my knowledge of multimedia, computer hardware, software, operating systems and networking are all applied to new challenges.

**Summary of Qualifications:**

• Computer Technician: networking, hardware/software installation and troubleshooting, complete custom PC/Mac OS X configurations

• Support: onsite user desktop support and high-end server support using 2008 Advanced Server, XP and Vista/Win 7/Win 10 workstations as well as MAC OSX systems

• Experience in identifying and resolving system-related problems, including network issues relating to TCP/IP, AD, VPN, DHCP, DNS, WINS, FTP, Outlook

• Multimedia and Web Design: experience in HTML JavaScript, CSS, Flash and Dreamweaver

• Graphic Design: experience in Adobe Photoshop, Illustrator and QuarkXPress

• Languages: native bilingual English and Spanish

**Personal Skills:**

• Hard Worker, quick learner, and able to assume leadership responsibilities

• Proven ability to quickly absorb and understand new concepts and new technologies

• Exceptional verbal and written communication skills

• Work well under pressure as part of a team and able to multitask

• Excellent record of dependability and reliability

**IT Experience:**

**Seattle Tech Experts, Onsite IT Technician**

August 2017 to Current Seattle, WA

• Onsite user desktop support and high-end server support using Win 7/Win 10 workstations as well as MAC OSX systems.

•  Provided onsite computer hardware/software repair and support services to homes and businesses

•  Performed virus, spyware, and malware removal

•  Serviced Dell/HP/MAC computers, printers, networks, upgrades and maintenance

•  Provided mobile device support for Blackberry, Windows Mobile, iPhone Tablet and iPad

•  Identified and resolved system-related problems, including network issues relating to TCP/IP, AD, VPN, DHCP and DNS

**GTS, Inc., Field IT Technician**

Nov 2015 to August 2017 Duluth, GA

•  Nationwide Travelling NCR Field IT Technician on Whole Foods, Lowe’s, Target & Walmart POS Systems Upgrade Project

•  Configured all POS systems for NCR

•  Provided installation of POS equipment and backend servers

•  Identified and resolved system-related problems, including network issues relating to TCP/IP, DHCP, DNS, WINS, and FTP

**TekSystems, Field IT Technician**

October 2014 to May 2015 Alpharetta, GA

• Onsite user desktop support and high-end server support using Win 7/Win 10 workstations as well as MAC OSX systems.

•  Nationwide Travelling Microsoft Field IT Technician on Microsoft Corporation POS Systems Upgrade Project

•  Configured all POS systems for Microsoft

•  Provided installation of POS equipment and backend servers

•  Identified and resolved system-related problems, including network issues relating to TCP/IP, DHCP, DNS, WINS, and FTP

•  Provided imaging of PC’s, laptops, tablets and mobile devices

**K Web Services, Onsite IT Technician**

April 2012 to March 2014 Dallas, GA

• Onsite user desktop support and high-end server support using Win 7/Win 10 workstations as well as MAC OSX systems.

•  Provided onsite computer repair and support services to homes and businesses

•  Performed virus, spyware, and malware removal

•  Serviced Dell/HP/MAC computers, printers, networks, upgrades and maintenance

•  Provided mobile device support for Blackberry, Windows Mobile, iPhone Tablet and iPad

•  Identified and resolved system-related problems, including network issues relating to TCP/IP, AD, VPN, DHCP, DNS, and WINS

• Support for 2008 Advanced Server, Active Directory, Exchange and Lotus Notes

**EPA, 2nd Level IT Specialist**

December 2011 to April 2012 Atlanta, GA

•  Provided onsite 1500+ user PC/MAC desktop, laptop and printer support

•  Provided remote support via Bomgar for Felxi place for traveling users

•  Serviced all Dell PC/MAC computers, printers including upgrades and maintenance

•  Provided mobile device support for Blackberry, Windows Mobile, iPhone, iPad, and Air Card

•  Provided troubleshooting for network printers including HP and Xerox

• Identified and resolved system-related problems, including network issues relating to TCP/IP, AD, VPN, DHCP, DNS, WINS, and FTP

•  Provided imaging of PC’s, laptops, tablets and mobile devices.

•  Worked on Footprints ticketing system

**Endeavor Telecom, Field Engineer**

June 2010 to Nov 2011 Atlanta, GA

•  Nationwide Travelling NCR Field Service Technician on McDonalds Corporation POS Systems Upgrade Project

•  Provided installation of POS equipment including registers, printers and new KVS adds boxes

•  Upgraded and installed new ISP and CCU servers for the new POS operating system

• Identified and resolved system-related problems, including network issues relating to TCP/IP, DHCP, DNS, WINS, and FTP

**IMAGES USA, IT Specialist**

February 2008 to April 2010 Atlanta, GA

•  Provided onsite 30+ user PC/MAC desktop and laptop support

•  Provided on-call helpdesk support

•  Serviced all PC/MAC computers including upgrades

•  Provided high-end server support using 2008 Advanced Server, Active Directory, Exchange,

XP and Vista workstations, MAC OSX servers and desktop and laptop systems

•  Provided mobile device support for Blackberry, iPhone, iPad, Air Card and Active Sync

•  Provided troubleshooting for network printers including HP and Canon

•  Provided imaging of PC’s, Laptops, Tablets and mobile devices

**Transparent Technologies,** **NOC Technician Tier III**  
February 2006 to December 2007 Lawrenceville, GA  
The Georgia General Assembly & The Weather Channel:

• Provided technical support to Windows XP and Unix/Linux system users experiencing problems with hardware, software, and networking issues, utilizing a help desk ticketing system

• Monitored servers, routers, firewalls, backups and other network devices at remote locations using Nagios software

• Identified and resolved system-related problems, including network issues relating to TCP/IP, AD, VPN, DHCP, DNS, WINS, FTP, and Outlook/Exchange

• Provided onsite user desktop support and high-end server support using 2003 Advanced Server, XP and Vista workstations as well as Mac Os X systems and VMWare

**Computer Generated Solutions**, **Desktop Support/Helpdesk**  
November 2004 to January 2006 Atlanta, GA

•  Provided desktop technical support for IBM

•  Provided customer service

•  Provided helpdesk support

•  Ordered parts and dispatched technicians for onsite service   
   
**SHOWORKS, Inc.** , **Multimedia Technician**   
June 1999 to February 2002, Atlanta, GA

•  Worked as a Studio Engineer, employing my creativity to secure new accounts with Time Warner, Cox Communications, and Comcast Cable

•  Served as an IT specialist, providing extensive networking solutions for Production, Accounting, and Message on Hold Services

•  Custom built all computers in the company.

•  Provided service to all computers including upgrades.   
   
**Hardyville Enterprises, Inc.**  Technician/Sales  
June 1995 to March 1999, Atlanta, GA

•  Built over 1000 custom computers to help meet demands

•  Diagnosed and repaired systems, developing significant knowledge of computer configurations

•  Provided imaging of PC’s and Laptops

•  Served as a part-time sales associate, selling over 2000 systems for businesses, as well as fulfilling the specific multimedia needs of graphic and recording artists

**Education:**

2001 - 2004 Art Institute of Atlanta

• Associate Degree in Multimedia and Web Design

**Certifications:**

• Foundations 2010 Portables Certification (ID: 2003)

• Foundation 2010 Desktops Certification (Cert ID: 3016)

• DCSE OnSite Troubleshooting (Cert ID: 3028)

• DCSE Customer Induced Damage (English Spanish Portuguese) - Acknowledgement (Cert ID: 3053)

• DCSE Microsoft Windows 8 - English / Deutsch (Cert ID: 3086)

**Accomplishments:**

Successfully managing a full-time job, education, and freelance work while maintaining a 3.8 GPA.