**Ruben Gonzalez**

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**Profile:**

Dedicated professional with 16 years experience as a computer technician and IT site coordinator. As a project oriented individual I saved CMC, IBM and Wipro thousands of dollars by getting the work done in half the time that was projected. I also used my skills to perform other work that was usually contracted out. Managed teams of 4 to 6 people to meet deadlines for major projects.

**Education:**

**Heald College, Fresno, CA**

**Associates Degree: Computer Information Technology                                           GPA – 3.90**

**Certifications: Network+** Graduated: Awards: Director’s list, Dean’s list, Class Speaker

**University of California at Berkeley**

Major: Electrical Engineering

**Computer Skills:**

**Operating Systems:**

* Linux
* Windows XP/Vista/8/10
* Windows Server 2012
* MAC OS

**Hardware**:

* Windows and MAC computers
* Dell Power Edge Servers
* Motorola wireless guns and mobile PCs
* Access Points

**Qualifications:**

* Hard working and self motivated
* Work well in a team environment and on an individual basis

**Networking:**

* Experience maintaining a LAN
* Experience configuring a Windows and MAC OS Computer for network connectivity
* Experience making CAT6e and Coaxial Cables
* Installation of Switches and Security Systems

**Software Applications:**

* Microsoft Office 2010, 365
* Active Directory
* VMware
* Google Suite
* Python

**Work Experience:**

Wipro Fresno, CA Jan 2016 – Oct 2018

**Computer Technician**

* Troubleshot Windows and MAC computer problems
* Kept record of computer inventory
* Software included but not limited to Office, Java, Chrome, Google Suite, Adobe Suite
* Moved computer workstations as needed to accommodate client
* Used Kace to manage Windows PC and Addigy to manage MACs

Community Medical Centers Fresno, CA Dec 2012 - Jan 2016

**Workstation Engineer**

* Troubleshot hardware and software problems on desktops, laptops and printers
* Software included but not limited to Epic, Office, Internet Explorer and Java
* Coordinated daily PC and Printer moves
* Worked with Workstations on Wheels using HP thin clients
* Used SCCM to deploy software

International Business Machine (IBM)     Visalia, CA                            Feb 2006-Sept. 2010

**IT Site Coordinator/Desk side Support Technician**

* Helped install the Cisco network equipment for VF Outdoor
* Setup all of their PCs and printers. Troubleshot pc and printer problems for 300 users remotely and physically
* Installed all of the necessary software for users to perform their daily tasks
* Managed teams of 4 to 6 people to complete major projects
* Coordinated the cabling for several projects and managed the cabling team
* Conducted regular meetings to keep the team members informed of goals and expectations

Blue Raven Technologies Visalia, CA Jan. 2004 – Present

**Owner**

* Work on client computers with problems ranging from viruses to hardware and software
* Troubleshoot printer and smart phone problems
* Manage business finances

***References: Available Upon Request***