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| --- | --- | --- | --- | --- | --- |
| **SKILLS** |  | | |  | |
| * Troubleshooting | * Windows XP/7/8/10 | | | * Custom build PCs | |
| * Strong attention to detail | * Windows Server 2008/2012 | | | * Installing Hardware | |
| * Self-motivated | * Unix/Linux | | | * Phone Technical Support | |
| * Customer Service | * Microsoft Office | | | * Sales | |
|  |  | | |  | |
| **EDUCATION** |  | | |  | |
| DeVry University | | | | **2018** | |
| * Bachelor of Science in Enterprise Network and Communications Management | | | | | |
| * Focus in Cisco hardware and command line | | | | | |
|  |  | | |  | |
| **WORK EXPERIENCE** |  | | |  | |
| **Integration Technician** |  | | | **11/17 – Current** | |
| Zones Inc, Kent, WA |  | | |  | |
| * Working in fast paced lab environment | | * Imaging devices with various imaging software | | | |
| * Finalizing images per client specifications | | * NIC configuration on various devices | | | |
| * Hardware and software installation | | * Troubleshooting issues | | | |
| * Order and asset management and tracking | | * Asset tagging | | | |
| * Leadership in several key projects | |  | | | |
| * Quality Assurance in accordance to the ISO 9001:2015 Certification | | | | |  |
|  | |  | | | |
| **IT Helpdesk/Win 10 Deployment** |  | | | **09/17 – 11/17** | |
| Zones Inc, Auburn, WA |  | | |  | |
| * Imaged new computers for production environment | | | * Shipped computers as necessary | | |
| * Keeping inventory of new machines and returns | | | * Finalized new machines | | |
| * Set up cisco soft phones, and VPN for end users | | | * Deploying computers to end users | | |
| * Troubleshooted issues with new deployments | | | * Reimaged older machines to win 10 | | |
|  |  | | |  | |
| **IT Admin** |  | | | **07/16 – 12/16** | |
| RDI-Engineering, Rancho Cucamonga, CA | | | |  | |
| * Provides day-to-day support and customer service | | | | | |
| * Troubleshooting and resolving common IT issues | | | | | |
| * Setup computers and phones for new hires | | | | | |
| * Physical movement of IT and other office related equipment as needed | | | | | |
| * Provide budget reports, data analyst, and inventory reports. | | | | | |
| * Services equipment, and maintains servers and desktops. | | | | | |
|  | | | | | |
| **Student Worker - IT Help Desk** |  | | | **07/15 – 07/16** | |
| DeVry University, Pomona, CA |  | | |  | |
| * Provides day-to-day support and customer service | | | | | |
| * Troubleshooting and resolving common IT issues | | | | | |
| * Setup computers and phones for new hires | | | | | |