**Ronaldo N. Espejo**

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**Objective**

To obtain the position of IT Technician.

**Qualifications**

Ability to multi-task, establish priorities and resolve conflicts while working

either independently or in a group environment.

Analytical and critical thinking skills; a quick mind with sound judgment.

Good sales ability; able to handle rejection; a strong sense of integrity.

Work well under deadlines; flexible and detail oriented.

**Database**

SQL (Basic scripting, Intermediate on GUI)

# Technical/ Computer Skills

Operating Systems: Windows XP, Vista, Windows 7, Windows 10, Windows Server

Active Directory Management Services

Networking Fundamentals

Security: Symantec Antivirus, McAfee Total Virus Defense, Spybot

Software Deployment: PDQ Deploy, SCCM/ Endpoint Configuration

Software Inventory: Spiceworks

Image Back Up: Veeam, Urbackup, Cruciblewds

Ticketing Systems: Solarwinds, Spiceworks,

Desktop Application Microsoft Word, Excel, Outlook, Powerpoint

Migration: User State Migration Tool

Remote Assistance: Bomgar

Updates: WSUS

Office 365 User Administration

Familiar with Microsoft Azure and Intune

**Web**

Wordpress

Hypertext Markup Language (HTML)

**Work Experience**

**Robert Half Technologies (Lifelong Medical Care**

Desktop Support Analyst

1/2021 – 4/2021

Excellent customer service support

Support users in a business office and Medical Clinic environment

Excellent deskside support skills

Responsible for IMAC, Installs, Moves, Add and Changes

Assist the helpdesk team as needed

Resolve technical issues remotely

Create incident/request tickets, prioritize, update and close tickets

Work on existing ticket assignments, resolve technical issues and close the ticket

Escalate issues to manager if issue cannot be resolved

Troubleshoot computer network issues

Setup, installation and configuration of PC/Laptop hardware and software

Re-image computers

Setup or troubleshoot printer, copier and scanner issues

Work on projects

Asset Inventory Project to assist in counting computer assets in all our locations

Remote Assistance

**Randstad Technologies (HTX Services LLC)**

6/2021 – 12/2021

Field Technician

Support Users for Major Financial Institutions

Resolve Software and Harware issues

Set up and troubleshoot Printers

Worked on Projects such as Remote Capture Scanner and Install new cabinet for Interfaces such as Routers, Swiches and DVR

Responsible for Project surveys or pre-examanation

Re-image computers

Fix Financial Instituion devices such as pin pad/ card reader, transaction printer

Maintain a positive relationship with end users

**Robert Half International (Shell Martinez Refinery)**

Desktop Support/ Helpdesk Support

Deployment and Migration of Documents, Settings and Applications to the New Company’s Domain

Provide Desktop Support: Windows, Outlook, Mac, Printers and Network

Troubleshoot Software, Hardware and Application issues

MAC (Move, add and change workstations and printers)

Password resets, maintenance upgrades, account set ups etc

Add printers, Map network drives, create PST’s file etc

**Robert Half Technology (Salesforce)**

Technician (Contract)

Set up PC and Laptops and connect to provided Network.

Ensure Power Up and Internet Connection.

Rename Computers

**Indepentdent Notary Public**

06/17/2019 – To Present

Serving Alameda, San Mateo and Santa Clara Counties for Notary service.

**Hertz Car Sales (Not The Rental)**

Clerk Car Sales/ (Volunteer IT Help)

07/05/16 – 08/16/18

(IT Help)

Desktop Support for End Users

Install and Set up New Compters for New Hire

Troubleshoot Windows and Printing issues

Order new PC’s and Hardwares

Coordinate with vendors for scheduling Printer maintenance

Perform Computer Updates

On Boarding training for new hires for Company’s application or program

Configure and Support Employees on their Cell Phones

(Clerk)

Answer inquiry incoming calls

Scan vendor invoice to SAP (Concur Solutions)

Assist with Client Relations Management regarding follow up with customers

Purchase Create Order by using Oracle Procurement System for Accounts Payable

and ordering Office Supplies

Filling customer file

Data Entry Processing for Employee Payroll by using Excel

Monthly Reconciliations for Fuel and Purchase card expenses

Document Review for Contracts

Scanning payment for vehicle such as Checks, Money Order, Cashier’s Check

Make errands to go purchase anything that the store need

# Uber

Partner Driver

08/21/15 – 06/2016

Giving people ride in the Bay Area.

**Enacars**

Owner - Seller

11/01/07 – 07/01/15 (Side Job)

Successfully selling classic automobiles at Ebay Incorporated.

Repair, clean and prepare cars to make a presentable and attractable

for a profitable listing.

Summarize car condition and make adjustments.

Manage Ebay account such as sales report, email issues, gain and loss etc.

Contact prospective buyers for any related questions.

Maintain an outstanding feedback score.

**Adecco/ Charles Schwab and Company**

Call Center Representative

12/18/2006 – 10/31/07

Process new account application at client central

Collected checks for all Schwab branches in San Francisco vicinity

Data entry processing by using renosance application for enrolling accounts

to Schwab premium statement

Data entry processing by using Eagle Broker application to update client’s cost basis

Create and resolves internal and external issues by using comtrack application

Answered and received calls for hotline department

**Aroma Deli and Café**

Owner/ Manager

10/2003 – 06/2005

Planned and supervised all aspects of the operation including accounting, finance,

marketing inventory control and merchandising. Hired, trained and supervised

clerks and cashiers. Develop all aspects of managing a successful

and profitable retail operation.

**UBS Financial Services**

Branch Service Associate

04/2001 – 09/2003

Process restricted securities

Data entry processing for physical certificate

Process in-coming and out-going checks

Scan documents for new accounts

Release in-coming account transfer or ACAT

Enter wire transfer and journal

Assisted in trading or order room

**Adecco/ Charles Schwab**

Operations Specialist

09/1999 – 03/2001

Provided superior customer service for restricted stock services hotline

contact legal counsel to obtain approval for clients who are looking to sell their shares

Notify clients when approval is received from legal counsel

Submit items for re-organization, such as stock merger, cash merger, reverse split,

forward split, mandatory exchange and tender offer

Analyze and input new account on restricted stock service database

Trained new employees for restricted stock processing and document control operations

Determined cause of rejection from Transfer Agent and DTC

**Education**

Colegio de San Juan de Letran Business Management (1980-1982)

**Notary Public**

Commission or License Number: 2293474

**IT Hands-on Training and Certification**

Comptia A+

Operating Systems Technologies

Registration Number: 215451047

Validation: 477179921

Help Desk Support Specialist Training

Certificate Code: 8790-2477-18683

Active Directory User Management

Certificate Code: 8790-2467-18683

Help Desk Ticketing Systems

Certificate Code: 8790-2469-18683