**Sergio Diaz**

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**My Objective:** An interesting position with a growing company.

**Education:** **Antelope Valley College** **Lancaster, CA** 2012-2017

Drafting & Design / IT Networking

**R. Rex Parris High School** **Palmdale, CA** 2008-2010

Diploma

**Experience:** Skyen LLC **San Francisco, CA**

**Support Technician** 04/2019 – 03/2020

Respond to helpdesk issues in a timely and efficient manner using a ticketing system.

Install and configure computer hardware operating systems and applications.

Monitor and maintain computer systems/networks.

Talk clients through a series of actions, face to face, remotely or over the telephone, to help set up systems or resolve issues.

Troubleshoot Windows/MAC systems and network problems.

Diagnose and solve hardware or software faults.

Support the roll-out of new applications & updates.

Set up new users' accounts and profiles via Active Directory, Office 365, Exchange and resolve password issues.

The Venice Whaler **Venice, CA**

**Line Cook / Prep Cook** 11/2018 – 03/2019

Prepared meals in a high-volume kitchen with exceptional precision.

Ensured compliance with menu, portioning, and presentation.

Maintained food stations compliant with sanitation and hygienic regulations.

Skilled to use standard food preparation utensils and kitchen equipment.

Ensure freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock.

Group Micro **Westwood, CA**

**Technical Support** 03/2018 – 11/2018

Hardware repair of Apple & Windows laptops, desktops. Some server work and liquid spill repair on Motherboard/Logic boards.

All iPhones including battery, screen, cameras, and liquid spill repair.

New hardware upgrades; installs, moves, adds, changes in a laptop and desktop environment.

Optimizing hardware/software/networking products and configurations as scripted ensuring customer satisfaction.

Keep records of repairs and fixes for future reference.

Offer timely technical support and teach users how to utilize computers correctly.

Orders parts/supplies as needed. Returns defective parts to vendors in a timely manner.

Unitek Computer Stores **Santa Monica, CA**

**Apple Support Technician** 09/2017 – 03/2018

Level II Support Technician to serve as a project lead and break/fix technician for a wide variety of user technologies.

Macintosh repair experience including mid to expert level support of Mac computers, iPhone, iPad.

Consulting and instructing users on hardware and software questions/issues Repair, substitution or replacement of faulty hardware as necessary.

Runs diagnostic tests to isolate system problems and make recommendations for potential solutions Testing and error checking of solutions.

iPhone repairs: Display, battery, camera, speakers, & whole unit replacements.

Documents, tracks and monitors the problem to ensure a timely resolution.

Responds to telephone calls, email and dispatched requests for technical support.

Preferred Computer Repairs **Chatsworth, CA**

**Apple Bench Technician** 01/2015 – 09/2017

Troubleshooting a variety of computer issues

Knowledge of internal components of workstations and servers to include motherboards, ram, hard drives, video, sound, I/O, optical drives, ports and cooling systems

Repair, substitution or replacement of faulty hardware as necessary

Repair, installation, reinstallation or reprogram of software as necessary

Testing and error checking of solutions

Backup of data as necessary in order to restore functionality

Provide recommendations as necessary for the general health of the equipment

Provide technical documentation and/or materials upon request or as necessary

Soldering Apple Logic boards & Windows motherboards

**Skills:**  -Excellent Customer Service in all areas.

-CA Food Handlers Certification Valid until March/2021

-Proficient with Microsoft Word, Excel, and Power Point. Ability to work with Windows OS & MacOS.

**Languages:** English & Spanish: Speak, Read, & Write Fluent

**References:**

1. **James Cardenas** (Client/Friend for 10 years)

Owner of **Elite Motor Group**

Diamond Bar, CA

(661) 916-3649

1. **Brandon Guitron** (Friend for 25 years)

Airframe & Powerplant Mechanic at **Space X**

Hawthorne, CA

(310) 920-3290

1. **Benjamin Lopez** (Client/Friend for 3 years)

Owner of **The World Famous Venice Barber Shop**

Venice, CA

(310) 686-2427