**NATALIE MURO**

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(909)212-2879

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**PROFESSIONAL PROFILE**

Patient, outgoing, and self-motivated information technology with 7 years of experience in security network. Extensive experience in software and hardware. Proven communication skills and ability to evaluate and solve critical IT issues in a timely manner.

**SKILLS AND EXPERTISE**

* Microsoft Office
* Windows 7/8/10
* LAN/WAN
* Hands-on
* Cat5, Cat5E, Cat6 Ethernet cable
* Organized
* Troubleshoot
* Network
* Positive Attitude
* Installation
* Multitask
* TCP/IP

**EDUCATION**

**Chaffey College**

*Associate of Science, Computer Information Systems* May 2018

**RELATED EXPERIENCE**

**Assistant** April 2011-August 2018

*Claude Bohamed, Montclair, CA*

* Developed social media postings and user messages to train client
* Assisted client in the reset of passwords and usernames to maintain accessibility
* Trained client in the use of Microsoft Office and evaluated his IT systems to meet his business needs
* Provided on-call services to troubleshoot computer issues remotely and in a timely manner
* Generated network user information lists for client’s use and understanding

**IT Parking**

*Fairplex, Pomona, CA* August 2018-September 2019

* Developed the wireless system used to connect the tablets to the software
* Programmed cashier key cards to access the tablet screens for cash register
* Provided on-call services to troubleshoot wireless tablets issues remotely
* Trained the cashiers on how to use tablets to collect payments
* Analyzed the cash register tablets if any failed payments for parking departments