**Edwin Pedroza Guaadarrama**

[**Pedroza.edwin18@gmail.com**](mailto:Pedroza.edwin18@gmail.com)

**(657)267-1262**

**Skills and Qualifications**

* Application installation and Management
* Manager/Supervisor Skills
* Operating Systems: Windows 7,8,10; vista, MacOS
* Software: Word, Excel, Access, PowerPoint
* Office 365- Accessing & Downloading
* Firefox, Chrome, Internet Explorer 8
* Type 50 WPM, 10 by touch
* Customer Service
* Bilingual English/Spanish

**Education**

Santa Anna College, Computer Information Systems Major

Relevant Courses: Advance Excel, A+ Software, Helpdesk Skills, MS Windows Operating Systems, Access and Outlook.

**Experience**

**Guardian Storage | Fullerton, CA 2017-Current**

*IT Support/Maintenance Supervisor/Clerk*

* Customer service - Inventory, Maintenance, cleaning, drywall, plumbing, painting, et cetera.

answering calls, making calls, taking payments, data entry, , Excel, Sentinal Systems, Winsen Property Management Systems.

* Computer maintenance - installing and managing software and hardware, running wires, installing cameras, performing backups.

**Caltrend | Santa Ana, CA 2015-2017**

*IT Assistant/Customer Service*

* Customer service, taking calls, making calls,
* OS and software updates
* Hardware and software maintenance
* Active Directory
* Setting up new workstations
* Network connectivity troubleshooting
* Setting up printers
* VOIP phone support

**Automobile of Southern California/AAA | Costa Mesa, CA 2014-2015**

Mailroom Clerk (temporary)

* Run mail machine, send letters and new customer cards, inventory, maintaining machine and cleaning

**Zpizza | Irvine, CA 2009-2014**

*Store Assistant Manager/Delivery Driver/Cook*

* Take orders, cook food, Delivery driver, Take calls, Inventory
* Manage POS system