**Carlos Quintana**

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**Technical Skills**

* Bilingual English / Spanish
* Customer Service
* Networking
* Active Directory
* Managing Memory
* File and Information Management
* Managing User Accounts
* System Maintenance and Management
* Microsoft Windows 10, 7 Operating Systems
* Linux operating systems server and workstation

**Education & Specialized Training**

**Santa Ana College** Santa Ana, CA

Information Technology Certificate Spring 2021

17 Units Completed – <3.00 GPA

* CompTIA ITF+ Preparation/Certification
* Relevant Courses: MS Windows 10 Operating Systems; PC Troubleshooting; CompTIA Network+;
* Computer Science; Building Networks; Help Desk Skills; Microsoft Outlook.

**Hope Builders Office Careers Training Program** Santa Ana, CA

February 2021- June 2021

Certificate of Completion

* Employment Readiness Certificate of Completion
* Life Skills Certificate of Completion

**Harbor Community College** Wilmington, CA

General Education Summer 2013 - Fall 2014

**San Pedro High School** San Pedro, CA

High School Diploma

* Honors, Certificates, & Special Programs

**Work Experience**

**Hope Builders** Santa Ana, CA

Help Desk Trainee February 2021 - June 2021

* Installed, troubleshot and maintained Windows 10 operating system
* Troubleshot and maintained things such as: personal computers, Windows operating system, network connectivity, and network printers
* Participated in meetings and worked in a team to resolve information technology issues
* Entered commands, using computer terminal, and activated controls on computer and peripheral equipment to integrate and operate equipment
* Implemented or performed preventive maintenance, backup or recovery procedures
* Configured security settings or accessed permissions for groups or individuals
* Maintained and administered computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations
* Monitored systems for intrusions or denial of service attacks; reported security breaches to appropriate personnel

**Walker Advertising** Torrance, CA

Contact Center March 2017 - Present

* Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints
* Check to ensure that appropriate changes were made to resolve customers' problems
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
* Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology
* Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

**Additional Skills**

Active Listening Skills ▪ Effective Communication – Oral and Written ▪ Dependable ▪ Team Player ▪ Critical Thinking