***CARLOS PADILLO***

***7442 Paso Robles Avenue, Van Nuys CA 91406***

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**OBJECTIVE:** To obtain a position that will utilize my extensive computer knowledge, as well as my networking experience. To learn and share my knowledge with fellow co-workers.

**WORK EXPERIENCE:**

**Cloud Network Systems: Space Maintainers Laboratory’s**

**In House IT Guy**

**4/2/2019 – Present**

* Responsibilities include maintain that all WYSE devices are functioning and constantly in sync with the server for all users;
* Maintain network and phone system, all printers including multifunction printers and faxes such as VOIP phones and sidecars;
* Maintain digital thumbprint punch clocks and lock system for all doors and paging system for the whole building.

**EVERROK Records**

In House IT/Tech Producers Assistant /Video Editor/Audio Editor

9/2013 – 8/2019

* Maintain network and all computer system
* Provide support for network and PC’s And Macs
* Make certain that all computers are backed up to store audio and video projects.

**Raffi Glass**

Customer Service/In House IT

5/2013-8/2016

* Answer the phones;
* Maintain Network
* Maintain all Computers, printers, and phones;
* Set up VPN From the office to owner’s Home

**Computer repair business – self-employed**

Van Nuys, CA 2001 - Present

* Technical support specialist for peripherals such as sound cards, DVD burners, raid cards, cdrw, webcams. Video cards tablet devices
* Customer Service: solve customer issues with I/O Magic forum; solve customer issues in a chat environment. Power by Live Person Pro.
* Troubleshooting computer Hardware & Software.
* Organize beta testing for new and common products.
* Custom Build Computers, configured them for Buyer’s needs
* Troubleshoot all computer platforms such as Window’s Macintosh Computers And Laptops Macbook Air And Pro

**The Chill Factor Studios**

Tech Specialist

Van Nuys CA 6/2002 – Present

* Installation of software, hardware, audio gear, Ethernet cards, and network hubs.
* Provide technical support to correct software and hardware problems;
* Produce, edits and masters tracks for Individual artists and bands.
* Wireless security configurations on different setups such as 802.1X, WPA, PSK, WEP.
* Second level support for Sprint, Verizon and Comcast.
* Router setup with a full feature Nat, which will able to support multiple ip/subnet coming from T1.
* VOIP

**Safesoft Solutions**

Technical Support/Server Management/In House IT and Network Admin

8/2008 – 8/2012

* Provided remote support for individuals and companies including hardware and software configuration. to Set up VMware ESX Server and maintain The VOIP hardware

**FRYS Electronics**

Technician Support Specialist

Long Beach, CA

2/2008 - 6/2008

* Components Section/Lamp And Light Fixtures/Wireless/Routers/Hard Drives/Processors/Memory
* Interest the Customer to buy one of the newest routers such as Linksys DLink or Trendnet including hard drives from Western Digital/Seagate/Maxtor.

**Zyxel Communications Inc.**

Sr. Tech Support Specialist

Los Angeles, CA

7/2006 – 6/2007

* Router and firewall problems as well as PCI Wi-Fi card configurations
* Troubleshooting computer networks, VPN and set up.
* Tested and confirmed issues and bugs for customers.

**EDUCATION**

* New Horizons Computer Learning Center, Anaheim CA 2004-2005
* High School of Telecommunications, Brooklyn, NY 1995 – 1998

**SKILLS:** Expert: Call center, virtual private networking, wireless networking, computer repair, Audio/Video Production and editing, Adobe Photoshop/AfterEffects and Protools LE/HD expert.

**REFERENCES:** To be provided upon request.