Miguel Gomez – IT Professional  
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**SUMMARY**

Advanced knowledge of PC setup, installation and maintenance, as well as various peripherals, printers, network switches, smart phones/tablets/iPhones/iPads, data entry, and file updating, general PC troubleshooting skills including desktop/laptop component level repair/upgrade, data recovery/backup, virus removal, software troubleshooting, hardware and network, remote, phone or in person, certified tech since 2005.

**TECHNICAL SKILLS**

* **Hardware:** Desktop, Laptop, Tablet, iPad, iPhone, Android, Routers, Switches. Inkjet, LaserJet, MFP Printers.
* **OS:** Windows 10, 2016, macOS, iOS, Android OS, Linux.
* **Software:** Active Directory, Azure, Office365, G-Suite, Adobe CC, Workday, OKTA, Internet Explorer, Chrome, Firefox, Safari, Jamf, Acronis, LANDesk, CrashPlan, SCCM, MDT, WDS, Microsoft Hyper-V, VMware ESXi, Citrix XenServer Spiceworks, Remedy, Track-IT!,HP Service Manager, ServiceNow, Zendesk, LogMeIn, Bomgar, DameWare, Cisco AnyConnect, Junos Pulse, Oomnitza, Soft Phone, HipChat, Microsoft Teams, Slack, BlueJeans, PowerShell, VBS.

**PROFESSIONAL SUMMARY  
  
OfficeIQ / SF Bay Area / Apr 17th – Oct 5th 2020  
Field Service Technician L3**  
Professional on demand onsite tech support for small and medium size businesses, throughout the bay area and the south bay, hardware, software and networking support, troubleshoot, break fix, upgrading, data recovery, migration, server support, PC, Mac, mobile devices.**Glassdoor / San Francisco / Mill Valley, CA Jan. 20th – Mar 6th2020   
Helpdesk Support Tier 1/2**  
Mac and PC support, helpdesk, monitor the queue and assign tickets to team members, assign myself support tickets, walk up and remote support to multiple offices, build computers for new hires, maintain inventory, e-waste management, special projects, contribute to Guru database, provide ideas to improve workflow.**Abbtech / Oakland Courthouse / Oakland, CA Nov. 22nd 2019 – Dec. 14th 2019  
PC Technician**  
Prep and deploy Dell AIO and Laptops, migrate data when needed, map network drives, printers, install local printers, verify checklist upon completion, post support and escalate issues to local IT dept, repeat process at other courthouse sites.

**LiveRamp / San Francisco, CA Mar. 18th 2019 – Aug. 16th 2019  
Helpdesk Support**  
Helpdesk Support Tier 1/2, in-person, walk-ups and remote, organize inventory, image and deploy MacBook Pro’s and Surface Laptop 2 PC’s to new and existing employees, transfer data from old assets to new assets, troubleshoot BlueJeans conference room equipment and software, admin Google Gmail and other accounts, assign myself Jira helpdesk tickets, contribute solutions in meetings and how to documentation, repair assets and ship assets to remote employees.

**CoCo Kids / Concord, CA Feb 27th 2019 – Mar 15th 2019  
Helpdesk Support**  
Train and assist the new IT Manager, organize inventory, tier 1 helpdesk support, image and deploy new desktops and laptops to new and existing employees. **Vanity Fair HQ / Bay Farm Island, CA Nov. 26th 2018 – Dec. 10th 2018**

**PC Technician**  
Build Mac Images, deploy MacBook Pro 2018 13”/15” to replace MacBook Pro 2015 13”/15” backup user data during transition, setup docking station, single and dual monitors, map drives and printers, test software and logins, train co-workers, create documentation, train users on new equipment, tier 1 post deployment support. **Relypsa / Redwood City, CA Oct. 29th 2018 – Nov. 13th 2018**

**Helpdesk Support Tier 2**  
Build PC Images for deployment, assist walk-in users, create tickets, assigned tickets, create documentation, improve PC build and deployment steps, inventory management, assist team members.**UC Berkeley / Berkeley, CA Sept. 17th 2018 – Oct. 12th 2018**

**PC Technician**  
Assist instructors by connecting wired and wireless microphones, speakers, projectors, laptops, tablets, remote presenters, before class, breakdown after special events, monitor recorded events, troubleshoot any technical issues, create documentation to improve workflow.

**Abbott Vascular /, Alameda, CA June 4th 2018 – July 27th 2018**

**Helpdesk Support Tier 2**  
Image machines for new hires, deploy laptops, phones, monitors and other peripherals, assist with tier 2 tickets using ITSM Remedy, assign myself tickets to help reduce ticket count, help users that walk in and need assistance answer questions and train staff, in-person and remote desktop support. **University California Office of the President /, Oakland, CA Apr. 9th 2018 – Apr. 20th 2018**

**PC Technician**   
Image machines for new hires, deliver new computer equipment to office location, setup computer and equipment for end user, assigned support tickets tiers 1-3, assist users remotely and in-person.

**Chubb Insurance/World Wide Tech Services, S.F. CA Mar. 3rd 2018 – Mar. 5th 2018**

**PC Technician**

Assigned to disconnect, move computer equipment from one office location to another, reconnect, test, cable management, clean up area, post support users. **Broadcom/Robert Half, San Jose, CA Feb. 26th 2018 – Feb. 29th 2018**

**PC Technician**

Assigned to Broadcom datacenter to label, audit and disassemble server rack equipment place assets in staging area for pickup for installation to new facility due to merger. **Southland/Robert Half, Union City, CA Dec. 18th 2017 – Dec. 27th 2017**

**PC Technician**

Assigned to image, deploy and migrate users in both Walnut Creek and Union City offices from Windows 7 to Windows 10 and tier 2-3 support users for the VDI project.  **Instacart/Robert Half, San Francisco, CA Nov. 13th 2017 – Nov. 20th**

**Customer Service / Shopper Employee Agent Tier 3 Support**

Responsible for Shopper accounts, update ID’s, application reminders, role changes, zone changes, issue merchandise pay cards, identify fraud, update tickets, escalate out of scope requests to appropriate group.  **Fry’s, Fremont, CA Oct. 5th 2017 – Nov. 3rd 2017**

**Customer Support**

Assist Customers with their shopping needs, answer questions about products and services, sell service plans, restock merchandise, organize floor inventory, assist co-workers in other departments. **Amazon, South San Francisco, CA Sept. 6th 2017 – Sept. 18th 2017**

**Fulfillment Employee**

Place shipping items in proper locations, scan and place shipping assets in proper containers, take containers and load onto carts, scan containers, move loading carts to loading area, load shipping containers into vans for delivery of shipping assets.

**Clayton Valley Charter High School/Robert Half Technology,   
Concord, CA Aug. 14th 2017 – Aug. 15th 2017**

**PC Instructor**

Assigned to instruct teaching staff how to use their newly migrated laptop PC’s brief lecture and lab then answer questions after class, post support the following day and assist local IT with any problem tickets. **Best Buy Emeryville, CA May. 17th 2017 – June. 27th 2017**

**Consultant Agent**

Greet customers in line, over the counter diagnostic, service recommendations non-check in advice, scheduled and non-scheduled consultations, offer to sell service plans, keep work area clean and restocked, process returned merchandise to be re-sold, support co-workers in other departments. **US Bank/Insight Global Redwood City, CA Feb. 24th 2017 – Mar. 2nd 2017**

**PC Technician**

PC migration project, Identify location of old assets, verify shipment replacement assets, asset tag new HP desktop units, backup data, swap out old with new units, restore data to new units, test replacement desktops, wipe hard drive of old assets, place in decommission zone for outbound shipment.

**F5/Insight Global San Jose, CA Jan. 27th 2017 – Jan. 28th 2017**

**PC Technician**

Disconnect desktop, laptops and monitors in designated areas, pack up to be moved to different location, reconnect desktop, laptops and monitors and any other peripherals, test and make sure devices are working. **HP Omnicom/Modis San Francisco, CA Dec.1st 2016 - Jan. 12th 2017**

**Helpdesk Support**

Create new support documentation, image PC’s and Macs, provide tier 1 and 2 support for HP, Mac desktop and laptop users, support 2 local floors and 4 campuses in person or remotely. **Ross/Bayside Solutions Dublin, CA Oct. 7th 2016 - Nov. 11th 2016**

**Helpdesk Support  
(Software): Windows XP POS, MS-OFFICE,**

Update support documentation, contact store managers, assist setup of new registers, printers and other peripherals, troubleshoot hardware, software or networking issues remotely.

**Intuit/ProActive San Francisco, CA July 1st 2016 – Sept. 2nd 2016**

**Helpdesk Support**

BlueJeans software support tech, answer calls regarding any BlueJeans issue, answer questions, light training, tier 1 helpdesk support software and networking only, route any escalation to internal service desk or BlueJeans support.

**SalesForce/A3 San Francisco, CA Apr.18th 2016 – May 5th 2016**

**PC Technician / Helpdesk Support**

Image PC’s and Macs using WDS and Casper, data wipe units that are end of life, track inventory, order peripherals, diagnostics / break fix, documentation, walk up support, close and secure lab at end of shift. **Intuit/ProActive San Francisco, CA July 1st 2016 – Sept. 2nd 2016**

**Helpdesk Support**BlueJeans software support tech, answer calls regarding any BlueJeans issue, answer questions, light training, tier 1 helpdesk support software and networking only, route any escalation to internal service desk or BlueJeans support. **McCANN Erickson/Mondo San Francisco, CA Jan. 11th 2016 - Feb. 5th 2016**

**PC Technician / Helpdesk Support**

Support over 18 companies and 4 local job sites in downtown San Francisco, level 1, 2 and 3 helpdesk troubleshooting, equip existing and new hires with PC and Mac laptops, imaging with MDT and Casper, support special software apps, special orders, printers, projectors, traveling employees both local and remote.  
  
**Minted/Oakland, CA Nov. 2nd 2015 - Dec. 31th 2015**

**PC Technician / Helpdesk Support**

Image build desktop and laptops using MDT for deployment to customer service and design associate teams, PC and Mac environment, troubleshoot both deployment and non-deployment issues, level 2 role with access to Active Directory, Gmail, Adobe CC, HipChat, Soft Phone, Zendesk, Oomnitza accounts. **Goldman Sachs/Andiamo Group San Francisco, CA Aug. 6th 2015 – Sept. 2nd 2015**

**PC Technician**

Assist helpdesk with hardware deployments, new image builds, office moves, assemble internet phones for deployment, hardware and software troubleshooting windows 7 PC’s.  
  
**Robert Half/Oakland, CA Aug. 24th 2015 – Sept. 27th 2015**

**PC Technician**

Setup 27 conference and training room IBM laptop PC’s, arrange table and cable management, take photos of before and after setup, breakdown on last day of meeting, repack and prep all laptop units for return shipping.  **SmartSource/Chase CA, San Francisco Aug. 17th 2015 – Aug. 25th 2015**

**PC Technician**  Unpack, stage new HP PC desktop units, work after hours removing older desktops and placing newer desktops, testing new image builds with branch employees, packing up old assets and debris for later shipment.

**SmartSource/CNA San Francisco, CA Mar. 31st 2015 – May. 5th 2015**

**PC Technician**

Backup user data, upgrade Windows XP to Windows 7 IBM in place upgrade desktop and laptop units using web based tools and SCCM to migrate and load new images, install secondary apps, test all computers, provide post support for end users, prep any old equipment for shipping.

**Insight Global/Parsons Brinckerhoff Oakland, CA Feb. 24th 2015 – Mar. 3rd 2015**

**PC Technician**

Assigned as a refresh tech, unbox new monitors, mount monitors on dual monitor stands, run cables neatly then connect computer equipment, resolve any connectivity issues, troubleshoot any end users issues regarding employee move project, forward regular helpdesk tickets to local IT helpdesk. **Insight Global/Genentech South San Francisco, CA Oct. 15th 2014 – Dec. 23rd 2014**

**PC Technician**

Assigned as a refresh tech, scheduled to deploy new computer equipment, PC’s Macs, and other peripherals to employees that are due for upgrade, transferring old system data to new units, installing secondary apps, light desk side troubleshooting and educating users how to use new system and equipment.  
  
**Corporate Labs/University San Francisco, CA Aug. 11th 2014 – Aug. 22nd 2014**

**PC Technician**

Assist ITS helpdesk staff by taking calls or resolve existing tickets, faculty office moves or student helpdesk request tickets, level 1.5 light helpdesk troubleshooting and reimaging PC and Mac computers for student enrollment period.  
  
**Insight Global/NBC Universal San Francisco, CA July. 16th 2014 – July. 31st 2014**

**PC Technician**

Assist users with Citrix logins, check for programs, mapped network drives, network printers, internet access to work resources, mail updating in Outlook, troubleshoot any errors related to Citrix rollout project and follow up with users providing post deployment support. **MurTech/MetroPCS/T-Mobile Alameda, CA May. 27th 2014 – June. 6th 2014**

**PC Technician**

Image new IBM, Panasonic and HP laptops with T-Mobile image, install any missing secondary apps, test each unit, assign a username to each laptop for pickup, and assist users with migrated accounts on scheduled pickup days if needed.

**Brainhunter/Onyx Pharmaceuticals S.San Francisco, CA Apr. 28th 2014 – May. 13th 2014**

**PC Technician**

Prep new HP laptops with new image and reimage IBM and Samsung laptops to previous owners, help stage equipment, answer end user questions, backup user’s data, install secondary apps and test units before deployment or pickup.

**Peterson Caterpillar / San Leandro Jan. 30th 2014 – Mar. 7th 2014**

**PC Technician**

Level 1 and 2 helpdesk role, taking phone calls, messages, remote support, in person support, assisting imaging and deployments, setting up new or existing user PC’s, field support printers, mounting monitors, upgrading and troubleshooting PC’s assist reordering supplies, assign troubleshooting tickets to myself or others if needed.

**SullivanCogliano / Fidelity / Berkeley, CA Jan. 9th 2014**

**PC Technician**

Replaced 14 Dell Windows XP desktops with New HP desktops and 1 Lenovo laptop with new Windows 7 image for quick plugin play deployment, I was the only tech onsite and completed the assignment successfully.

**A3 / Williams Sonoma / San Francisco, CA Sept. 27th 2013 – Nov. 6th 2013**

**PC Technician**

Windows XP to 7 migration both new and old desktops and laptops, backup data using Windows easy migration tool to local USB backup drive, used Landesk to reimage, then restored data and settings, returned newer HP and Dell units back to users.

**Insight Global / SNR Denton / San Francisco, CA Aug. 9th 2013 - Sept. 13th 2013**

**PC Technician**

Windows XP to 7 migration both new and old desktops and laptops, verify backup data, reimage using system manager, restore settings for both local and Follow Me PC, return newer IBM units back to users, image and migrate new Dell units to assigned users, approximately 84 user machines.  
  
**Insight Global / Merrill Lynch / San Francisco Jun. 3rd 2013**

**PC Technician**

Assigned PC tech responsible to help Merrill Lynch employees to login to new upgraded network system, map network drives and printers as needed if automated login does not work, take note of any outside scope issues for lead to assign to necessary resources to resolve.

**Self Employed / Bay Area, CA January 2012 to May 2013**

**Personal Technician**

On call from home 24/7 to assist home computer users with troubleshooting, networking, software training, repairs, upgrades and other general pc help from home or end user location.

**Marketstar / Best Buy / Dublin, CA Nov. 19th 2011 – Dec. 25th 2011**

**Sony Sales Representative**

Assigned on the weekends to Best Buy in Dublin, CA to assist in sales of Sony products, including the Sony Internet TV and Google TV.

**PFI Tech / Wolters Kluwer / Walnut Creek, CA Nov. 7th 2011 – Nov. 9th 2011**

**PC Technician**

Assigned PC tech refresh project, unboxing new HP Elite 8200 series workstations, renaming already imaged units, add to network domain, add secondary apps from the server, mapping network drives, printers, copying data from existing workstations, migrate windows XP machines to Windows 7, re-deploy, test connectivity and address any issues related to deployment of workstations, stage old assets for pickup, clean up debris, defer any other issues tickets to the main helpdesk.

**Marketstar / Best Buy / Colma, CA Apr. 9th 2011 – June 12th 2011**

**Lexmark Printer Sales Representative**

Assigned on the weekends to Best Buy in Colma, CA to assist in sales of the Lexmark printers and ink products.

**Sarcom / Chase /San Leandro, CA Concord, CA May 11th 2011**

**PC Technician**

Assigned as a field technician to uninstall Panini, USB Pin Pad and Validator from multiple teller express workstations, then kick off a reimage of the multiple former teller express workstations according to the script and call Chase tier II BCDS complete. **Workers / Virgin America / Burlingame, CA Feb. 13th - 14th 2011**

**PC Technician**

Assigned as a field technician to disassemble multiple kiosk tables and re-install computer equipment into the new kiosk tables, change IP addresses and test kiosk software after install, change PC names, change IP addresses if needed on all PC's that the other support guys will be setting up in the offices, adding printers to the PC's on Virgin America new print server, re-patched workstations from network switch room. **Corestaff / Wells Fargo / Eastbay, CA / Southbay, CA Feb. 7th – Mar.3rd 2011**

**PC Technician**

Assigned as a field technician to assist lead to install new computers, printers, veriphone signature pads at various branches throughout the local bay area California.

**Marketstar / Best Buy / San Francisco, CA Nov. 6th 2010 – Feb.13th 2011**

**Sony Sales Represenitive**

Assigned on the weekdays and weekends to Best Buy in San Bruno, CA to assist in sales of Sony products and Sony 3D LED TV’s.

**Corestaff / Wells Fargo / Eastbay / Southbay CA August. 7th 2010 – Sept 4th 2010**

**PC Technician**

Assigned as a field technician to assist lead to install new computers, printers, veriphone signature pads at various branches throughout the local bay area California.

**Marketstar / Best Buy / San Bruno, CA May. 29th 2010 – Sept. 4th 2010**

**Sony Sales Represenitive**

Assigned on the weekends to Best Buy in San Bruno, CA to assist in sales of the Sony Dash personal internet devices and Sony 3D LED TV’s.

**AKINS CONSULTING/MEREDITH CORP / San Francisco, CA Apr. 28th 2010**

**Field Technician**

Field technician, assigned to install a networked UPS for remote management, onsite network technician’s task to help configure UPS for remote access. **Marketstar Best Buy / Colma and San Bruno, CA Nov. 20th2009 - Jan. 10th 2010**

**Flotv Sales Represenitive**

Assigned on the weekends to both Best Buy locations in Colma and San Bruno, CA to assist in sales of the Flotv personal television devices and services for the holiday promotion until January 31st 2010.

**John Muir Hospital / Walnut Creek, CA Nov. 16th- 25th 2009**

**Field Technician**

Field Technician, assigned to build standard image HP Compaq 7900 SFF desktops to be replacing the decommissioned Compaq D51 model desktops and deploy and remove old PC’s from the domain and add the new PC’s to the domain and make sure the employees can use there applications, print and network resources.

**Levi Strauss / San Francisco, CA Nov. 6th- 8th 2009**

**Field Technician**

Field Technician, assigned to gather all decommissioned server and peripheral equipment to be recycled or reused, used laptop with scanner and spreadsheet to data entry all assets for disposal, items that were removed where rack mount servers, ethernet switches, modems, keyboards/mice, monitors, KVM switches, desktops/laptops, MFD printers, hard drives, data and power cables and other misc items all packed up in boxes to be transported at a later date.

**JP Morgan - Chase Bank / Alameda, CA Oct. 20th- 27th 2009**

**Lead Technician**

Field Technician, WaMu – Chase conversion project (phase 3) Oct.20th – 27th. Assigned as Lead Technician, responsible during pre-conversion week to locate and label all old assets to be removed (non-HP workstations/server, peripherals, MICR and MFD printers), Unbox stage new equipment, pre-cable then label all old peripherals to be removed for my technicians assigned to me to help deploy new equipment during conversion day, on conversion day make sure all old equipment is removed and new equipment is installed and working after workstations have been re-image to the new Chase build and TCD cash and coin machines are configured properly, during the last 2 days of post conversion, wipe decommissioned workstations/server, prep old assets for deposals, clean up debris offer onsite support during normal business hours when needed until released by Banking Center Desktop Support (BCDS).

**SIEMENS / San Francisco, CA March 22nd 2009  
Field Technician**

Field Technician, temporary assigned to power on all workstations and locally attached peripherals, perform QA on workstations, confirm connectivity to the production domain, confirm network printing and report any errors to the project lead.

**Beyond Petroleum / Richmond, CA March 9th 2009  
Field Technician**

Field Technician, temporary assigned to remove decommissioned server in the server room and replace new one, involved un-mounting and re-mounting replacement server equipment.

**Wind River Systems / Alameda, CA July 2008 to November 2008**

**Tier 1 Helpdesk Support**

Helpdesk support, collect and gather necessary info in order to resolve IT related issues using Altiris helpdesk ticking system, help provide 1st tier support with internet connection, Outlook 2003 email, applications, VPN access, Blackberry, Linux, Unix, Windows XP/Vista, help move employees and install and troubleshoot hardware such as Dell D430/D620/D630 laptops, Dell Optiplex 745/755 desktops, inkjet/laser printers(Xerox, Dell, HP and Ikon) and dual screen monitors, software supported are Windows XP/Vista, MS-Office 2000 – 2007, Oracle, Siebel, Saber IE6/7, FireFox 2/3 Active Directory, Altiris, Norton Ghost, McAfee and Trillion, used active directory to reset windows passwords and in charge of updating the workstations and laptops to the McAfee Enterprise 8.5i EPO server to protect all the company computers and purge systems of Malware and Root kits using other software tools when needed.

**Peterson Caterpillar / San Leandro, CA February 2008 to May 2008**

**Field & Helpdesk Technician IS Dept.**

Visit all CAT rental and sales stores in Oregon and California, Acquire Peterson employee’s old IBM laptops & desktops, copy data using a customized script to automate the process and upload to a private portable server, then use Ghost to snapshot image of pc on to the private server, load customized Peterson image on new Dell laptops & desktops and restore users data from the private server and load secondary applications on new Dell to complete the Windows 2000 to XP migration and deploy to end user. 300+ employees have been successfully migrated in 2 months.

**Best Buy / San Francisco, CA September 2007 to January 2008**

**Geek Squad CIA Agent**

Answer customer questions, pre-diagnostic and check in computers and other electronics for service, maintenance and repair, clean and restock work area, as tech, diagnose, repair, upgrade and perform preventative measure to ensure computer reliability and emphasize selling points.

**GAP INC. / San Bruno, CA March 2007 to May 2007**

**System Analyst / Desktop Support**

Complete pre-open checklist prior to Gap store opening and recap with the store manager on opening day, responsible for new, new/remodel, temp/relo and temp locations, answer helpdesk phone and resolve hardware and software issues either though phone or remote desktop login, update documents and spreadsheet templates with current information, login problem tickets with service center ticketing system and escalate problems out of my work scope to appropriate personnel.

**Department of Building Inspection / S.F. CA December 2006 to January 2007**

**MIS Helpdesk / Desktop Support**

First roll is to assist rollout refresh team with hardware issues related to the deployment of new desktop computers, examples include the following, remapping networked printers, migration of Microsoft Outlook 2003 address books, Lotus Notes 6.5 ID's, Microsoft Internet Explorer 6.0 Favorites and recovering old data from clients old desktop pc and intergrading it into new networked drive, changing out defective hardware both new and old monitors and desktop units, installing authorized high priority licensed software on new computers, making sure clients can login to new desktops and reporting any application errors and correcting them promptly. Second roll as helpdesk support is troubleshooting issues unrelated to the deployment of new computers, examples include the following, Lotus Notes Q's and A's, Installing authorized low priority software including Blackberry PDA's, digital cameras and USB memory readers, changing out ink toner for printers and faxes, troubleshooting printer and faxes both networked and local, setup projectors. Assign problem tickets to appropriate personnel using TrackIT! ticketing system.

**Remix IT Staffing / Atlanta, GA** **November 2006 to November 2006**

**Field Technician**

Disconnect and Move computers from one floor to the next, reconnect them and make sure end users can log on to their machines and access their networked resources.

**TAC Worldwide Companies / Dedham, MA September 2006 to October 2006**

**Field Technician**

Connect relocated HP rep computers to new office location in downtown San Francisco, task required reconnecting desktop units, keyboards, mice, monitors, LAN cables, internet phones, PDA’s etc.

**Self Employed / Alameda, CA December 2005 to September 2006**

**Personal Technician**

On call from home 24/7 to assist home computer users with troubleshooting, networking, software training, repairs, upgrades and other general pc help from home or end user location.

**Kaiser Permanente / Oakland, CA August 2005 to November 2005**

**Field Technician**

NUID Migration Specialist, converting and authorizing new employee user and logins to pc and terminals, assist other IT personal with regular request for change or problem tickets, travel to other areas within the bay area to support similar jobs tasks.

**CompUSA / San Francisco, CA February 2005 to June 2005**

**Service Writer/Technician**

Builds and repairs computer equipment at a CompUSA Superstore, recommend selections that meet the customer's needs and emphasize selling points.

**Kaiser Permanente / Oakland, CA November 2004 to December 2004**

**Workflow Group / Lead Tech**

Assigning job tasks for technicians to complete both local and distant within help area, assist other technicians with service requests deployment of new computer equipment, maintained service to end user relationship for problem requests, as technician, repair, problem solves and load licensed software on company computer systems.

**Follett / Berkeley, CA May 2003 to November 2004**

**Customer Service/Supplies**

Reorder computer supplies, restock sales floor with merchandise, balance on hand inventory, help customers with PC related questions, technician that maintenance office computers and servers.

**Previous Employment:** Goldman Sachs, Fidelity, Merrill Lynch, Wells Fargo, Washington Mutual, Chase, John Muir, Kaiser, Minted, Levi Strauss, Best Buy, CompUSA, Beyond Petroleum, SIEMENS, GAP, Virgin America, Sony, NBC Universal, Genentech, Salesforce, McCann Erickson, Intuit, Instacart, Humble Bundle.

**EDUCATION**

**Heald Business College, San Francisco, CA** **July 2001 to Feb. 2002**

Major: Computer Technology: Certificate / Minor: Electronics

• Computer Technical I, Technical Comm, Intro to Electronics, Algebra Essentials, PC Troubleshooting & Configuration, Technical Career Composition, Electronics Principles.

• CompTIA A+ Certified Professional Hardware and OS Technologies  
• CompTIA N+ Certified Professional Networking Technologies  
• Microsoft MCP Certified Workstation and Server Technologies