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| **Manuel D. Chacon**  **OAKLAND, CA**  **510 533-7827**  [baylee@pacbell.net](mailto:baylee@pacbell.net) |
| I am a career professional in data/network and helpdesk. I am experienced at a corporate and government level when working with management and skilled employees. I am an exceptional communicator in resolving computer, network and software issues for clients. “No level of skill is enough .. if you don’t communicate with the client effectively”.    **Platforms: Windows 10 & Microsoft 2016**  **Tools: DSL, VoIP, Active Directory, Remedy, WAN, LAN, T1**  **Hardware: PC’s, Laptops, Printers, Servers, T1s, Multi-Bonded T1 Routers** |
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# Experience

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| 04/2016 – To PresentUser Support Tech II, Chickasaw Nation Industres iNC. Diagnosing and resolving issues for hardware and software across desktops, laptops, WANs, LANs and remote systems. Build desktops and network servers with a focus on system integrity and security, create objects and groups within Active Directory and set policies for created objects. Work remotely by logging into equipment to install and support software.  **Key Achievements:**   * **As one of two technicians stationed in a large geographical area, I traveled to install and maintain a variety of computers and printers for air traffic control towers, field service district offices, among a variety of other FAA support facilities in Northern Calif. I have maintained a positive reputation throughout the region without any negative feedback.** |
| 3/2011 – 03/2016Field Technician, synergy, west Grove, PA. Installed and troubleshot routers for major business clients. Configured Cisco, Samsung, Zyxel and Edgemark Routers as well as tested line continuity in high rise buildings.   * **Assisted other technicians with tickets that were escalated due to multiple visits.**   12/2010 – 03/2010  **Field Technician,** flextech, Houston, tex  Installed digital and analog phone lines and added and moved phone sets for two large IBM offices. Worked with the PBX system in connecting phones to correct LAN ports as well as troubleshooting connectivity issues.   * **No negative feedback from a client nor a missed a commit time.** |

# Education

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| Month YeargRADUATED, maryville high school, mARysville, ca. |
| Month Yearattended butte college for 2 years, butte college, chico, ca. |

# Skills

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| * Information Technology is a fast evolving discipline. As a self starter I rely on researching the internet and the microsoft data base to get the “fixes” I use to resolve issues. * I’m a communicator with a key focus on first listening to my clients and secondly use my experience and skill when working on a problem. | * I NETWORK WITH MY PEERS AND MANAGERS TO REACH OUR COMMON GOALS. * A+ Certified and Network training. |