Israel Dominguez

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WORK EXPERIENCE:

**Downtown Hi-Tech** *Los Angeles, CA*  June 2018 - June 2020

IT Technician

* Provided technical expertise on calls and tickets generated by staff.
* Resolve basic software and hardware issues.
* Diagnosed and troubleshooted client operating systems.
* Remotely or physically accessed user’s computers to make changes to settings or system, performing tests and updates.
* Miscellaneous duties and responsibilities.

**Bird Rides** *Los Angeles, CA* March 2015 – April 2018

Department Lead/Data Analyst

* Consolidated production plans and delegated work area as needed.
* Implemented solutions to ensure work efficiency to production lines.
* Oversee the daily performance of work load and production processes.
* Reported daily tasks and production data to managers/supervisors.
* Use computer for various applications, collected data and implicated solutions to resolve production errors using various software.
* Create technical manuals, conferred with team to follow necessary procedures.
* Consolidated team meetings to ensure safety procedures were being followed
* Used specific guidelines to check for and ensure quality of production.

EDUCATION:

**UEI College** *El Monte, CA* (2014)Computer Systems Technician Diploma

**OSHA Training Institute** *Compton, CA* (2018) Gen. Industry Safety and Health Cert

**LACC** *Los Angeles*, CA (2020) Psychology Major