Alan Carrillo

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714-472-7388

# Work Experience

## Help Desk Trainee

Hope Builders - Santa Ana, CA

February 2021 to June 2021

* Installed, troubleshoot, and maintained Windows 10 operating system.
* Oversaw the daily performance of computer systems; provided technical support and answered user inquiries regarding computer software or hardware operation to resolve problems.
* Read technical manuals, conferred with users, or conducted diagnostics to investigate and resolve problems or to provide technical assistance and support.
* Set up equipment for employee use; ensured proper installation of cables, operating systems, or appropriate software.
* Developed training materials and procedures regarding computer use policies to ensure staff were using equipment properly.
* Trained end users in the proper use of hardware or software
* Troubleshot and maintained things such as: personal computers, Windows operating system, network connectivity, and network printers.

## Lube Technician

Mckenna Motors - Huntington Beach, CA

December 2019 to March 2020

* Reviewed work orders and discuss work with supervisors.
* Conferred with customers to obtain descriptions of vehicle problems and to discuss work to be performed and future repair requirements.
* Performed routine and scheduled maintenance services, such as oil changes, lubrications, and tire changes.

## Lube Technician

Honda World - Westminster, CA

August 2016 to December 2019

* Inspected vehicles for damage and record findings so that necessary repairs can be made.
* Reviewed work orders and discuss work with supervisors.
* Conferred with customers to obtain descriptions of vehicle problems and to discuss work to be performed and future repair requirements.

# Education

## Santa Ana College - Certificate in programming

Santa Ana, CA

March 2021 to Present.

## Westminster High School - High School Diploma

Westminster, CA

June 2015 to Present.

# Technical Skills:

**Windows OS/Networking**: Windows 10, Server 2008, Server 2016, Active Directory, FTP, DNS, LAN, WAN, Switches and Routers, DHCP, IIS

**Database**: Access 2003 – 2019

**Web** **Development**: HTML 5.x

**VM** **Ware**: Oracle Virtual Box, VM WARE Player

**Office**: Excel 2003/2019, Word 2003/2019, Power Point 2003/2019

# Soft Skills:

Customer Service, Leadership, Bilingual, Team Player, Work Ethic, Communication, Time Management, Willingness to learn, Organization Problem-Solving, Flexibility/Adaptability

# Certifications and Licenses

## MTA: Windows Operating System Fundamentals

May 2021

MTA: Windows Operating System Fundamentals

## Automotive Chasis Maintenance & Auto Technology Chasis Service

December 2018 to May 2021

Certificate from Santa Ana College of Automotive