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| ja Objective  * Obtain a position in a related Information Technology field and contribute to the overall goals of the organization. I would also like to expand on my own knowledge in a related field to help grow and advance the organization.  Skills  * 10+ Year Personal Computer Experience * Proficient in Microsoft Applications (Word, Excel, Outlook, Exchange, 365). * Software Diagnostics and Troubleshooting * Hardware Troubleshooting and Repair * Excellent Customer Service and Experience | |  | | --- | | Joseph AhlinInformation technology | 11625 Giles St., las vegas, Nv 89183 |  ExperienceCustomer care manager • anytime garage door, inc. • FEBRUARY 2020 – present  * General Office Administrative Tasks, Filing Documents, Document Preparation, Manage Scheduling, Dispatching, Answering Multi-Service Phone Lines, Entry-Level Management Tasks * Onsite IT Support * Schedule Management * Sales  premier support specialist • asurion • december 2019 – february 2020  * Provide premier technical support to Verizon Wireless Customers * Troubleshoot/Diagnose various Verizon Wireless technologies from cellphones to other handheld devices.  Legal assistant • hofland & tomsheck • april 2019 – november 2019  * Organize office files, answer phone lines, track, and calendar appointments for multiple attorneys, filing and document preparation. * Knowledge of various legal procedures, legal research, drafting pleadings, organizing discovery and other legal documents submitted directly to local and federal courts located in Nevada.  front desk agent • mandalay bay resort & casino • march 2018 – april 2019  * Uphold professional standards expected pf MGM Resorts International employees. * Knowledge of Opera Hotel Management Systems * Direct interactions with guests staying at the resort, and problem-solving various issues encountered throughout their stay.  paralegal / legal assistant • the thater law group, p.c. • october 2015 – march 2018 (fORMERLY ESTEBAN-TRINIDAD LAW, P.C.)  * Organize office files, answer telephones, track calendar appoints, face to face interactions with various clients. * Knowledge of various legal procedures, legal research, drafting pleadings, organizing discovery and other legal documents submitted directly to local, and federal courts located in Nevada.  paralegal / legal assistant • esteban-trinidad law, p.c. • december 2014 – october 2015  * Organize office files, answer telephones, track calendar appoints, face to face interactions with various clients. * Knowledge of various legal procedures, legal research, drafting pleadings, organizing discovery and other legal documents submitted directly to local, and federal courts located in Nevada.  EducationB.S. INFORMATION TECHNOLOGY • MAY 2021 • UNIVERSITY OF PHOENIX  * General IT Services and Support * Troubleshooting Software/Hardware Related Functions * Final GPA: 3.20  Advanced cyber security certificate • MAY 2021 • UNIVERSITY OF PHOENIX  * Cyber Security Protocols * Maintaining Secure Technological Infrastructure  References Available Upon Request |