**Lucas Rodriguez**

(626) 227-3726 • Lucasjrod24@gmail.com • Daly City, CA

**RELEVANT SKILLS**

• Knowledgeable in (MS Word, Excel, Power Point, Outlook)

• Experienced in Data Migration (Windows/Mac)

• Proficient in (iPhone/Android Setup)

• Proficient with (macOS, High Sierra, Mojave, and iOS)

• Troubleshooting (Windows/Mac)

• Culturally Competent

**EXPERIENCE**

**University of California San Francisco Medical,** Brisbane, CA February 2019 – Current

*Service Desk Technician*

• Remotely assisted customers

• Unlocked VIP/Admin users accounts

• Changed VIP/Admin users account passwords

• Dual Mobile Admin account enrollment

• Connected users to proper domains efficiently

• Activated UCSF Exchange mail accounts successfully for mobile use

• UCSF email account setup

• Admin Console Management

• Activated medical pagers for users 5+ times daily

• Setup pager forward request 5+ times daily

• Software install/troubleshoot 5+ times daily

• Zoom install and setup for admin users

• Apex install and setup for admin users

• Internal UCSF Corp networking

• Proficient troubleshooting with Bomgar

• Average of 25 calls per day

• Average call resolution rate of 85%

• Submits 21+ tickets daily

**Facebook,** Menlo Park, CA July 2018 – February 2018

*Helpdesk Intern*

• Provisioned and deployed 50+ Facebook assets using Terminal and PowerShell chef commands

• Performed data migrations successfully containing sensitive data for employees

• Deployed/set up mobile devices and laptops 50+ times daily for company users

• Created Adobe accounts/issued Adobe product license

• Reimaged Mac and Windows machines daily

• Troubleshooting all recent versions of iOS and MacOS

• Performed iPhone iOS, macOS, High Sierra, Mojave software updates

• Completed over 30+ user task (request/incidents) daily

• Internal Corp networking

• Admin Console Management

• Duo Mobile/ MobileIron Admin account enrollment

• Created Office 365 accounts for users and installed Office 365 products

• Cellular Corporate Enrollment for employees

• Citrix Workspace install/account setup on users’ machines

• Tableau install and account setup for users

**EDUCATION**

**Year Up / Foothill College,** San Francisco, CA March 2018 – January 2018

*Year Up is an intensive, competitive technical training and career development program with 250 corporate partners, graduating 1,500 students annually across ten cities. The program includes college-level courses, professional training and a six-month internship.*

• Completed coursework in IT Helpdesk, Professional Skills, and Business Communications, with specialized training in IT Helpdesk, including BUS. 101, BUS. 102, BUS. 103, CIS. 101, CIS. 102, CIS. 201, COM. 150.

**References**

• Patrick Carcione - (315) - 717 - 4865 (Enterprise Support Tech) Mentor at Facebook

• Haaris Masoud - (760) - 877 - 3900 (Executive Support Specialist) Facebook

• Arian Sarraf - (408) - 202 - 9999 (Enterprise Support Tech) Facebook

• Luis Paulino - (415) - 353 - 4982 (IT Service Desk Manager)