**Education**

Laney College: Graphic Design 06/14-08/15

**Experience**

**Part time On-site IMAC II Technician at Milestone Technologies, Inc** 12/2020-Present

* De-cabling network cables, fiber cables from server rooms.
* Sorting cables, De-racking devices according to move list provided
* Re-cabling, according to move list and item tag

**Full-Time On-site Project Manager at EMR CPR LLC** 05/2019 - 06/2020

* Plan, Budget, Oversee, and Monitor projects for assigned accounts
* Assess scope of work for projects and brief project coordinators and schedule coordinators for staffing requirements, required procurement, and budgeting
* Provide reports to Director of IT including cost and revenue, QBRs, WBRs, and end of day reports
* Solutions Architect; Provide timing and material forecast for sales including proposals, duration of hours, materials, vendor costs and management, etc
* Manage inventory database and development
* Monitor CRM and upload related documents to include invoices, proposals, purchase orders, and ROMs
* Provide on-call customer support

**Part-Time Project Lead at EMR CPR LLC** 12/2018 - 05/2019

* Responsible for task delegation of technicians and overall project supervision.
* Lead teams of technicians for execution of projects.
* Provide inventory and status updates to Project Manager.
* Provide onsite technical support to clients.
* Inventory, disconnect and reconnect workstations.
* Execute server relocation.
* Execute Low Voltage and Audio Visual Deployments.
* Submit end of day reports to Project Manager
* Manage team's breaks and lunches.
* Track team's hours and submit time sheets into central CRM.

# Part-Time IT Technician at EMR CPR LLC 03/2017 - 12/2018

* Specializing in the disconnect and reconnect of computers and servers in a timely manner
* Understands how to inventory (Document make, model and serial number)
* Familiar with monitor arms, understands how to mount and un mount
* Understands how to connect a PC to a Printer
* Performs equipment installs and moves (servers, network appliances, etc.)
* Basic network troubleshooting
* Also specializing in cable management

# Part-Time Prime Now Associate at Amazon 11/2016 - 12/2016

* Responsible for receiving and preparing customer orders
* Responsible for picking and packing orders
* Ensuring customer orders are correctly fulfilled in a fast moving environment

# Mobile QA Tester, Kelly Services at MunkyFun Inc. 09/2016 - 10/2016

* Installed and inspected various builds for quality within a specific title
* Discovered new ways to find potential bugs and report to QA team and developers
* Tested on multiple mobile devices to ensure the customer has the best experience regardless of device

# Skills

* Proficiency in Windows OS and MAC OS
* Microsoft Office applications including Excel, PowerPoint and Word
* Experience with testing video games for both old and present generation consoles, including mobile applications
* Entry-level in multiple databases: JIRA, Unity, DevSuite and Filemaker
* Bug writing, performing test cases such as sanity testing, multiplayer testing
* Excellent telephone, filing, interpersonal, and organizational skills