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**John Gouig**

WINDOWS TECHNICAL SUPPORT

APPLICATIONS       DESKTOP LAPTOP    MSOFFICE    NETWORK       PRINTERS

**SUMMARY:** Technically sophisticated information technologist with a strong background in software/hardware systems and end user support environments. Solid experience in upgrading and maintaining large Windows based networks. Also a strong educational background in computer science.

**TECHNICAL KNOWLEDGE:** Windows 10/8/7, DOS, Microsoft suit, Norton Antivirus, HP, Dell, TCP/IP, Smart Phones, Printer, Monitors.

**Professional Accomplishments**

**DecisionOne, San Francisco, CA, November 2011 – Present**

*Desktop Support Technician*

Provide hardware/ software installation, maintenance and support.  Train and consult new technicians. Travel to airports in the bay area to maintain SLA’s for different airlines such as United Airlines, Alaska, Virgin Airlines, American Airlines, CATHAY, Spirit.  Network Security and data backup/transfer initiatives. Manage e-mails and work alongside other IT specialist. Support laser, dot matrix, solid ink, ink-jet printers.

* Respond to service tickets through a ticketing system. Tech arrives onsite to user locations and diagnose, repair, and maintaine IT hardware and software
* Service local and networked printers
* Trained on many large Epson printers such as the stylus pro 7900
* Been part of many Windows refresh projects in which over 500 pc’s are deployed and serviced for day after support
* Re-imaging and transferring data. Rebuilding profiles and configuring user specific settings. Mapping drives and setting up outlook profiles. Retrieving lost or corrupted data
* Troubleshooting network ports, switches, and routers
* Remote desktop and help desk support

**Staples, El Cerrito, CA, July 2011 – November 2011**

*Technical Associate*

* Perform pc upgrades and tune ups. Remove malicious software and troubleshoot hardware/ software
* Demonstrate and sale technology products. Recommend customer product selections
* Train on new and upcoming technology products

**Exelixis, San Francisco, Ca, October 2009 – December 2009**

*Desktop Support Intern*

* Troubleshoot and fix common computer issues such as sluggish systems and malware threats.  Install and update software on numerous workstations. Image pc’s