**Joel Carbaron Tiangco**

**Summary:**

* Experienced PC Technician with on-site installations, maintenance, and repair of company and multi-vendor systems, including hardware, software, and networking products as well as operating systems.
* Experience in providing all technical and hands-on hardware support services.
* Experience in performing installation, maintenance and repair on laptops, desktops, communications equipment, tablets, smart-phones, and printers.
* Experience in ensuring customer satisfaction by advising customers on preventative maintenance and configuration which may impact product performance.

**Skills**

* Computer hardware assembly/disassembly
* Install/configure OS Windows 7/8/10/, Macintosh OSX, and Windows XP/Vista/NT/95
* Configure and repair OS Windows & Apple software/hardware
* Printer installation and repair
* Troubleshoot OS problems including viruses and malware
* Install and configure WIFI systems
* Can repair Unix/Linux operating systems
* Familiar with Visual Basics 6.0, HTML, JavaScript, CSS, VMWare, LogInMe, Net Meeting, Sharepoint, Cherwell, ATS, BitLockers, VirtualAssistPro.
* Can set up and configure MS Office Suite & 365, Dream Weaver, Photoshop, Sharepoint.
* Windows Migrating, re-imaging, and imaging

**Education/Certification:**

* High School Diploma from Marlton School-2005
* A.A.S., Applied Computer Technology, Rochester Institute of Technology, Rochester, NY, Nov 2009
* Dell DSCE Certification, Dell Education, Los Angeles, CA, Dec 2013 & August 2020
* A+ certification, ABCO Technology, Los Angeles, CA, Oct 2012
* Lenovo Certification, Lenovo Learning, Los Angeles, CA, August 2020

**Professional Experience:**

**IT Specialist, Los Angeles Election, Los Angeles, CA Oct 2020 – Present**

* Installing and maintaining computer systems and networks, troubleshooting to diagnose and resolve computer problems. Maintaining records of repairs, fixes, and maintenance.

**WorldWide Tech Services, Los Angeles, CA(part time) Aug 2020 – Present**

**Dell Field Technician**

* Responsible for on-site installations, maintenance, and repair of company and multi-vendor systems, including hardware, software, and networking products as well as operating systems.
* Ensures customer satisfaction by advising customers on preventative maintenance and configuration which may impact product performance.

**LA of County for Public Health, Commerce, CA Jun 2019 – Feb 2020**

**Sr Desktop Technical Support**

* Responsible for all technical and hands-on hardware support services for Plus employees and contractors.
* The Specialist will oversee the configuration and re-purposing of all workstations, mobile devices, print management, telephony, and other systems.

**Personal Assistance Service Council, Pasadena, CA Jan 2018 – Dec 2018**

**IT Assistant**

* Most IT assistants handle the same types of duties, which involve keeping all computer equipment running smoothly as well as ensuring that computer users can interact with this equipment successfully.
* Each IT assistant position could have more or fewer duties depending on the size of the company, IT department, and workload.

**WorldWide Tech Services, Los Angeles, CA (Part time) Dec 2013 – Jun 2017**

**Dell Field Technician**

* Responsible for on-site installations, maintenance, and repair of company and multi-vendor systems, including hardware, software, and networking products as well as operating systems.
* Ensures customer satisfaction by advising customers on preventative maintenance and configuration which may impact product performance.

**Freelance Computer Repair and Installation, Los Angeles, CA Dec 2011- Present**

* Perform installation, maintenance and repair on laptops, desktops, communications equipment, tablets, smart-phones, and printers.