**Isidro A. Almazan**

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**Professional Summary**

Skilled IT broad base of experience in technical support and operations. Ability to resolve problems quickly, delivering high levels of customer satisfaction. Excellent knowledge of windows and 3rd party software.

**Skills**

* Excellent problem-solving abilities •Testing plans
* Online conferencing •Customer focused
* Excellent written and oral communication •Data backup and retrieval
* Remote access technology •Customer service
* Customer requirement prioritization •Windows and Linux
* Report delivery •Bi-lingual English/Spanish

**Work History**

**Technical Support**, 06/2011 to Current

**Progressive Orthodontic Seminars** - Aliso Viejo, CA

* Answered technical questions regarding software products and there requirements within related industries.
* Investigated issues reported by customers and dealers in a timely and efficient manner.
* Responsible for searching and buying new Technical Recording system software including its installation and setup.
* Facilitated and participated in conference calls with customers and other departments.
* Answering incoming calls and emails.
* In house support for business with ongoing IT requirements.
* Traveled to multiple locations to train large seminar groups.
* Proposed technical solutions for new functional designs and suggested options for performance improvement of technical objects.
* Ensured proper and timely resolution of systems, hardware and telephone issues.
* Trained junior members of IT regarding network security and troubleshooting of data circuits.
* Provided documentation on start up, shut down and first level troubleshooting of processes to helps desk staff.
* Set up PC and Apple desktop, laptops and mobile devices.
* Provided Tier 1 IT support to non-technical internal users personnel through desk side support.
* Consistently met deadlines and requirements for all production work orders.
* On-call support for critical user issues related to orthodontic software.
* Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
* Engaged end users and answered questions via email, phone, website live chat and in forums.
* Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
* Loaded software, granted permissions and configured hardware for new employees as part of on boarding process.

**Computer Skills**

* Worked with Windows XP- Vista- 7-10
* Microsoft office suite
* Hardware troubleshooting
* Networking (IP Addressing, Ping)
* Adobe Premier (Photoshop, Premier Pro)
* Managing Anti virus

**Education**

**Saddleback High School-2007-** Santa Ana, CA

**Santa Ana College-** Santa Ana, CA

**Criminal Justice,** 2014