**RENATO BELLA**

5461 Newcastle Avenue #11, Encino, California 91316

Mobile No.: (310)-341-9395

Email Address: jaybell0819@gmail.com

**PROFESSIONAL SUMMARY**

IT helpdesk professional with 10 years’ experience in large industries of telecommunications, computer consultancy, security alarm systems, cellular radio, satellite internet television provider and video and audio services. Knowledgeable, creative to develop skills and promotes growth in helping the company by providing support in each facet of IT department.

**KEY SKILLS**

* Systems and Network (Windows, Linux, MAC, Parrot OS)
* Microsoft Office
* Cybersecurity
* Time Management and analytical and strong communication skills
* Computer hardware and software installation
* SharePoint
* LAN / WAN / VPN
* Cable Management
* Client rapport and Customer service
* Troubleshooting and repairs
* Firewalls and routers

**EMPLOYMENT EXPERIENCE AND HISTORY**

**IT COMPUTER / HELPDESK TECHNICIAN (FIELD / HYBRID WORK) –** November 2021 to Present

Computer Consultancy and Manage service provider

Infinite Computing Technologies- Santa Clarita, CA, USA

* Removes viruses/malware. Performs software upgrades and installation, helping and training users / employees understand software. Demonstrates the proper methods for operating the equipment after it had been installed including setting up geo fencing and VPN’s
* Works directly with employees through remote desktop, phone, email, and case management system to resolve issues and fulfill requests
* Provides End-User support onsite, phone, and email. Creates procedures, documentations, reports. Diagnose, solve, or determine path to a solution for technical issues assigned.
* Setting up and configuring new Laptops and Desktops. Performed hardware and software installation. Maintain, repair, update, analyze troubleshooting devices, printers, computers, laptops.
* Works with senior level admins to determine and resolve high level problems.
* Install and set up new computer systems, configure workstations, telephone, video, and mobile hardware/software
* Perform routine maintenance and patching. Setting up cables, TV receivers, Internet Routers, Switches, Wi-Fi extenders, and other networking devices.
* Monitor ticketing system escalation queue and individual ticket status to ensure a prompt and efficient customer service support.
* Assists employees with their VPN logins and password reset. Provide technical support for all levels of staff and end-users.
* Communicates daily with upper management and clients to assist with projects and determine issues and concerns.
* Manage and maintain computer networks running Windows, Microsoft Office, Outlook, Word, Excel, E-FileCabinet and Peachtree
* Manages appointments in a timely manner to provide excellent customer service on each field visit and discuss and recommend service options with clients and explain the costs involved for each service
* Review all aspects of the job upon completion to alleviate equipment failure and prevent callbacks.
* Manages a careful inventory of all equipment and tools on a daily or weekly basis.

**DATA CENTER TECHNICIAN -** March 2021 – November 2021

Telecommunications and Mass Media Company

Charter Communications – Echo Park, CA, USA

**RADIO LEAD TECHNICIAN (ADT)-** September 2020 to March 2021

Leading provider of IT staffing and talent management services

TEKsystems– Chatsworth, CA, USA

**INSTALLATION CNSULTANT (ADT)-** August 2018 to June 2020

Nationwide ADT Authorized Provider

Safestreets USA– Garner, NC, USA

**FIELD TECHNICIAN (Spectrum)-** March 2016 to August 2018

Low Voltage Contractor and Cable Company

Dish Network– Hawthorne, CA, USA

**FIELD TECHNICIAN-** September 2013 to March 2016

Satellite television telecommunication

Dish Network– Hawthorne, CA, USA

**FIELD TECHNICIAN-** October 2009 TO February 2013

Satellite and Digital Entertainment Providers

Direct TV – Gardena, CA, USA

**IT JUNIOR SYSTEMS ADMIN-** July 2014 – September 2009

Tax, accounting and business consulting services

UNISON Business Services Inc. – Torrance, CA, USA

**EDUCATIONAL BACKGROUND**

**Bachelor's/College**  Cybersecurity Bootcamp in Information Technology

California State University – Long Beach

Introduction to Cybersecurity Course

Bachelor of Science in Physical Therapy

De La Salle University

Undergraduate