**Objective**

To secure a position in a competitive company that will encourage employee growth, utilization of acquired skills, and to produce efficient and effective processes for the enhancement and benefit of the company.

**Summary of Qualifications**

* Ability to work independently without supervision and complete job assignments.
* Strong aptitude in retaining information to acquire licenses and certificates.
* Proficient in Word, Outlook, PowerPoint, Excel and Access.
* Strong Customer communication experience and ability to build positive rapport and partners with variety of Customers by handling personal/private information.
* Proficient in logistical strategies to ensure completion of labor.
* Ability to diagnose and solve problems from Non-Technical Descriptions.
* Excellent driving record

**Work Experience**

|  |  |
| --- | --- |
| **Lead Service Technician**  Tiba Parking Systems | 10/18- 10/19 |

* Project Management- Oversaw end-to-end process including client acquisitions to contract oversight- worked closely with Management in certain facets including negotiations and closeout.
* Business Development- Identify and work closely with new business prospects to ensure that a relationship was established with both internal and external customers
* Cross-functional coordination- As the first Lead Technician I held several hats while those vacant positions were filled to ensure accuracy and efficiency from beginning to end. Such as Service, Maintenance, Install, I.T., Dispatch and Scheduling for the Southern CA region.
* Prioritizing and Multitasking- manage multiple, concurrent processes, and where necessary, strategically prioritize to ensure all deadlines were met.

|  |  |
| --- | --- |
| **Field Technician**  Amano McGann, Inc. | 04/17- 10/18 |

* Building positive relationships with customers by providing excellent customer service and support during onsite calls.
* Report to sites on a timely manner.
* Manage all on site repair and maintenance.
* Ability to diagnose errors or technical problems and determine proper solutions.
* Effectively communicate the findings of the problems or delays in a timely manner while on the job site.
* Produce timely and detailed service reports and document processes.
* Conduct inventory every six months.
* Ability to comprehend customers requirements and make appropriate recommendations/briefings.
* Follow all company’s procedures and protocols.
* Ability to work flexible shifts and to adapt to changing work schedules.
* Ensuring work orders are detailed, completed per Work Order SOP and “Signed-Off by the client before leaving the site.

|  |  |
| --- | --- |
| **Service Technician II**  Sentry SKIDATA Group | 09/13- 03/17 |

* Independently organized a route that varied continuously on a daily basis, anywhere from Los Angeles Co, Ventura Co, Kern Co, Orange Co, and in some cases Las Vegas, NV & Phoenix, AZ.
* Performed daily maintenance on computers, printers, servers, network switches, Media/Fiber converters, entry & exit columns, entry & exit barriers Gates, POF (Pay on Food Machines).
* Perform daily service request ranging from disabling account lock-outs, credit connection errors, database connection errors, as well as replacing damage or broken columns, coders, rollers, axles, mag head readers, RFDI kits, tag masters, sensors.
* Assisted Technical Services anytime I could with multiple overnight sites upgrades that included software, licensing, hardware updates and or upgrades.
* Performed entire site surveys.

|  |  |
| --- | --- |
| **Lead Service Technician**  DirecTV | 09/08- 09/13 |

* Independently organized daily routes that covered San Gabriel Valley, San Fernando Valley, and Ventura Co.
* Efficiently assessed and evaluated network issues/problems, analyzed satellite function, and effectively communicated findings to customers.
* Balanced multiple assignments that included connectivity problems to completion.
* Resolved customer issues with great care.
* Install, service and repair Wild Blue internet services.

**Education**

**CompTIA Networking + Certified,** Oct 2016

Los Angeles City College, CA **CompTIA A + Certified,** Oct 2015

Los Angeles City College, CA

**Commercial License** Oct 2007

Mid-Western Trucking Center, MO

**General Education** June 2004

Shurr High School, CA