Diego Carreno

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**Objective**

Seeking an IT Technician role with znetworks, in which my knowledge in technology, and applicable work experience can help support the organization achieve its mission goals.

**Degrees and Certifications**

* Antelope Valley College: 2019 - 2020
* California State University, Bakersfield – Bachelor of Science: Accounting: Graduated in 2018
* CompTIA Security+ Certificate: Obtained November 2019
* CompTIA Network+ Certificate: Obtained June 2020
* **Skills Obtained**
* System analysis and problem-solving ability
* Understanding of Network and physical/cyber security fundamentals
* Knowledgeable in using and installing various cable technologies
* Hands-on experience with electromechanical repair and installation
* Exceptional customer service skills

**Relevant Professional Experience**

**Associate Service Technician II –** Diebold Nixdorf – Brea, CA

July 2021 – January 2022

* Performed repairs and preventative maintenance on a variety of Automated Teller Machines (ATM) for customer accounts
* Disassembled machines to examine parts such as the depositor, dispenser and safe to determine where a potential fault is located
* Provided PC support such as installing software/firmware. managing peripheral devices such as keyboards, speakers, printers and NFC devices
* Followed key/alarm/combination control processes in assigned area of territory
* Accurately reported service data and reviewed ticket information

**Senior NOC/Network Technician** - Antelecom Wireless – Lancaster, CA

October 2017 – June 2021

* Experienced with using a trouble ticketing system and following up with users for an effective solution at a tier 2 support level with an effective resolution rate
* Onboarded and trained newly hired NOC and field technicians
* Troubleshot & solved various client-side and server-side issues for end-users
* Installed, configured and upgraded software of customer premise equipment to provide users network access to the organization’s Metro Area Network
* Executed the deployment of IEEE 802.16 wireless Access Points and backhauls to improve the scale of the network infrastructure
* Conducted monitoring of network usage to ensure that that the company infrastructure contains no failures or bottlenecks.
* Installed servers, routers and switches in the Main Distribution Frame/Intermediate Distribution Frame’s that relate to the network infrastructure