Carlos Hernández

2262 Willow Ave

Pittsburg, CA 94565

**(925)458-9571**

**carlosmhernandez747@yahoo.com**

# Skills

Advanced Skills and Consistent High Quality Performance in IT:

Areas of expertise include: Systems Administration, Software & Hardware Deployment Planning. IT Professional with over two years of experience as an IT Administrator and Management Information System Technician. Proven ability to plan and deliver solutions that meet management objectives tied to technology. Comfortable operating, managing in a wide range of platforms and environments. Ability to explain complex processes for end users. Skilled in proactive identification and resolution of critical system and network issues.

I am fluent in both Spanish and English being able to speak, read, and write in either language. I am also comfortable with many computer software including, but not limited to, Word, Excel, Powerpoint, and Photoshop.

# Experience

## October 2014 - February 2015

### Toys R Us, Pleasant Hill,CA*- Sales Associate*

* Was a cashier at the front end ringing up customers’ merchandise.
* I used to go around the store and organize the merchandise on shelves and keep aisles clean.
* I was trained to work in the Electronics section requiring to research both current and upcoming merchandise to answer customer’s questions.
* I was also trained to work in the baby section helping parents and family find clothing and other accessories for their newborns.

## May 2014 - August 2014

### Home Goods, Pleasant Hill, CA*- Sales Associate*

* I began working in the backroom unloading supply trucks and unboxing new merchandise.
* I then took the new merchandise to the storefront and placed them on the correct aisles and shelves.
* I was later trained to work in bulk furniture. Helping customers carry furniture to the cash registers and then onto their cars with help from coworkers.

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# Volunteer Experience

## January 2017 - Current

### Department of Public Health, San Francisco, CA - *Field Services Technician*

* Helped image new PCs and Laptops installing Windows OS and any relevant programs such as Checkpoint Security, MS Office 365, Adobe Acrobat
* Went to various clinics and hospitals around San Francisco to set up and troubleshooting PCs for various departments. Including but not limited to mental health, HR, Payroll, teen health, and Primary Care Clinics.
* Helped transport eWaste to the proper sight to be disposed of properly as per city regulations.
* Created new Windows 10 v.1909 image for DPH Field Services team and trained staff on how to install new images onto clients’ PCs.
* Helped clients with issues using ticket system with a wide range of issues of varying degrees of impact on their work
* Documented new hardware that would arrive and begin to prep them for deployment by the Field Services team by installing necessary software.
* Took apart old hardware that was destined for E-Waste by removing any reusable hardware that could be used for repairs on currently used PCs and laptops.
* Would add to and update Asset Database as new PCs and other Hardware was rolled out to different workstations, clinics, and hospitals in order to keep track where each piece of hardware was sent to.

## February 2016 - December 2016

### Project Homeless Connect, San Francisco, CA - *Field Services Technician*

* Volunteered to set up, configure, and install network printers, install/configure laptops and PCs with VPN Check Point connection for remote access (wired, wireless), laid down network wiring to connect devices to Cisco switches so medical staff could access SFDPH intranet website, EHR/LCR, Avatar, and eCW.
* Helped primary care Field Services imaging new PCs and laptops with Windows 7 and Windows 10 images using MDT, SCCM, and WDS. Configure and deploy new network printers.

## June 2015 -December 2015

### Laguna Honda Hospital, San Francisco, CA - *Activity Therapy*

* Every Monday during mid-day
* Help transport patients to any activity they are scheduled for.
* Edit videos of plays, concerts, and parties held in the hospital.

# Education

February 2020-Present

**CompTIA A+ Training**

* Bought and Read training books for the CompTIA A+ Certification Exam
* Passed Comptia A+ 1001 Exam
* Will continue studying to take other certifications after obtaining the A+ Certification

June 2016-December 2019

**City College of San Francisco, San Francisco, CA**

* Took Classes for the CompTIA A+ Certification
* Commute to and from school

## August 2012 - May 2016

### Diablo Valley College, Pleasant Hill, CA - Undecided Major

* Transferred to a school that offered what I am interested in studying.

## August 2009 - May 2012

### Clayton Valley High, Concord, CA - High School Diploma

# References

* Available upon request.