**Julian Escontrias**

**2121 N. Jones Blvd. #285, Las Vegas, NV 89108**

**Contact: (702) 610-3514 | Email: jescontr@techie.com**

**IT professional with successful experience in the information technology field. Proficient in hardware and software maintenance. A solid track record of providing timely positive response to requests regarding computer related assistance. A deep understanding of the general organizational confidentiality policies associated with a I.T. specialist position.**

**TECHNOLOGY SUMMARY**

**Operating Systems: MS Windows Legacy and 10, Unix, Linux, OS X, IOS**

**Hardware: Dell, HP. Mac Pro**

**Languages: Visual Basic, C, C++, SQL**

**Software: Office 365, Chrome, Outlook, Acrobat**

**ACADEMIC SUMMARY**

**Bachelor of Science Major: Computer Science/Minor: Mathematics**

**New Mexico State University, Las Cruces, NM**

**WORK EXPERIENCE**

**United Parcel Service (UPS) - Henderson, NV**

**Technical/Customer Support 12/19 - 03/20**

**- Seasonal Employment**

**- Provide Technical Support for Website issues**

**- Assist UPS Store representativs in order tracking**

**CG Technology - Las Vegas, NV**

**Technical Support** **11/18 - 11/19**

**-Installation & configuration of a CG Technology’s computer hardware operating systems and applications.**

**Provide Phone Support for sport book staff and administration.**

**Suport of the CG sportbook app for Android and IOS devices.**

**Holo Discovery - Las Vegas, NV**

**Staff Support Associate 8/16 – 10/18**

**-Follows instructions of supervisors and assists other team members**

**-Operate printing, binding, and scanning equipment**

**-Provide on-call technical support**

**WORK EXPERIENCE**

**EWA Warrior Services - Fort Bliss, TX**

**Engineering Technician II - Secret Clearance 1/15 - 7/16**

**Field exercise support of systems under testing including setup to breakdown of system**

**Use of hand tools and multimeter for diagnostics of system under test**

**Software and firmware updates of system during the testing event.**

**Combined Technical Services (CTS) - Albuquerque, NM**

**Data Collector - Secret Clearance 07/14 - 12/14**

**Input data and reports into assigned computer systems in a timely manner, ensuring that all data points are addressed and accurate**

**Articulate military style writing when transcribing radio communications into written report**

**ATAMIR - White Sands Missile Range, NM**

**Program Analyst - Secret Clearance 04/2012-07/2014**

**Trained military data collectors and contractor personnel on the proper data collecting procedures**

**Oversaw training an 8-person team on proper quality control procedures**

**Tested programs and databases correcting errors and making modifications**

**Volt Workforce Solutions - Las Cruces, NM**

**Technical Support Agent 09/2010-03/2012**

**Provided technical support and customer care for Apple customers that owned iPod, iPhone, and iPads**

**Provided technical support for clients/users requests, systems backups, printing, routing and other duties**

**Aerotek - Phoenix, AZ**

**Order Management Agent ( Help Desk) 07/2007-08/2010**

**Provide Technical Support and Customer Care for customers in an outbound call center**

**Assist in special projects and meet monthly metrics**

**Web Portal ticket maintenance**

**Daily use of different information and item tracking systems**