

# Isak Baza

IT Technician

Abila, Kronos

## SUMMARY OF QUALIFICATIONS/ACHIEVEMENTS

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Tier One Technical Support and/or Help Desk role. Works well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities.

## Professional Experience

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GASTech – Kronos                      Information Technology Technician                      2002-Present

- Managed deployment of custom in-house software solution for engineering department.
- Helped in the re-launching and redesigning of company's web site
- Responsible for implementation of programs and build databases that let the users to register unique names and passwords.
- Supported the implementation and management of multiple applications for back end and web site
- Web site updating and editing using several languages such as XML, HTML, and CSS

Pharma, Inc – Tethys                      Helpdesk Technician                      2000-2002

- Provided computer help desk support via telephone communications with end-users.
- Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
- Provided field office support of hardware problems.

## Education

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Bachelor of Science, Computer Science

Tethys University, 2000

## Professional Credentials

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- Certified hardware field technician
- MSCE – Microsoft Certified Systems Engineer
- Member – International Information Systems Management Consortium