

Lucas Alcazar

Helpdesk Consultant | GASTech – Kronos | Abila, Kronos

Objective

Mr. Alcazar seeks opportunities to exercise his extensive knowledge of computers and software in a customer service environment.

Professional Experience

GASTech – Kronos - Helpdesk Consultant

2010-Present

In his role as customer facing support, Mr. Alcazar seeks to provide the best customer service as efficiently as possible. In addition to industry standard software and hardware, GASTech has a number of proprietary software tools that he supports.

Mr. Alcazar also supports field deployed hardware and software, requiring him to make field calls.

Education

IT Tech University

Tethys

Associates Degree – Business and Computer studies

GPA 4.0

Professional Certifications

- Certified hardware field technician
- MS Windows XP/7 tuning certification