

PROFESSIONAL EXPERIENCE

California State University East Bay, Hayward CA — IT Service Desk Technician (2023 - Present)

- Resolved and routed over 2500+ ServiceNow tickets, working with IT teams to resolve various issues within SLA.
- Utilized Remote Desktop and Bomgar to troubleshoot and resolve user problems remotely.
- Troubleshooting and assisting with Microsoft 365, Google Suite, VPN (GlobalProtect/Ivanti), and Duo authentication issues.
- Imaged, configured, and deployed Windows and macOS devices using SCCM and Jamf.
- Authored and maintained internal and public knowledge base articles to streamline support.
- Utilized identity management systems and Duo Security to verify users and resolve account-related issues.

EDUCATION

California State University East Bay, Hayward CA — Bachelor of Computer Science (In Progress) (2020 - Present)

Related Course Work: Data Structures and Algorithms, Programming Language Concepts, Automata and Computation

Eden Area ROP, Hayward CA — Cybersecurity & Network Foundations Class (2019 - 2020)

Studied foundational cybersecurity concepts, including network, server, and application security controls, using Cisco Packet Tracer and real equipment.

Skills

Technical Skills: Windows/macOS, Microsoft 365, Google Suite , Remote Desktop, Zoom

Tools: ServiceNow, Jamf, SCCM, Duo Security, Identity Management, Ivanti, GlobalProtect, Bomgar

IT Operations: Imaging, Deployments, A/V setup, OS upgrades, E-Waste Prep

Soft Skills: Customer service, Troubleshooting, Bilingual (English/Spanish), Team Communication and Coordination, Documentation

Projects

Campus OS Upgrade Initiative - CSU East Bay (May 2025 - October 2025)

- Coordinated and assisted in upgrading university systems from Windows 10 to Windows 11.
- Verifying hardware compatibility, updating drivers, and performing post-installation checks.

Campus Lab Upgrades & Deployments - CSU East Bay (Summer 2024)

- Upgraded campus computer labs by imaging and deploying new Windows and macOS machines using SCCM and Jamf.
- Installed lab-specific software and ensured each system was fully configured and ready for use.