JOSE MANUEL GUZMAN

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IT SUPPORT SPECIALIST | ADAPTIVE TECHNICIAN | USER-FIRST MINDSET

Motivated and reliable IT support professional with hands-on experience in troubleshooting, end-user support, system maintenance, and technical operations. Known for adaptability, fast learning, and a drive to complete goals in high-pressure environments. Passionate about solving real-world problems through technology and dedicated to helping users thrive.

CERTIFICATIONS & TECHNICAL SKILLS

Certifications:

- Google IT Support Certificate

- Full Stack Web Development Northwestern University

- Data Analytics (In Progress)

- Honeywell Intelligrated MH Technology (In Progress)

Technical Skills:

ServiceNow, Active Directory, SSIS, SQL, UC4, Salesforce, Microsoft Office Suite,

Citrix, C#, HTML, CSS, JavaScript, Git, VS Code, Azure, ZScaler, Windows, Apple iOS, Android

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PROFESSIONAL EXPERIENCE

Maintenance Technician

TJMaxx/Marshalls Distribution Center Phoenix, AZ

Apr 2024 Present

- Execute routine and emergency maintenance on conveyors, HVAC, and sortation systems to ensure optimal warehouse functionality.

- Troubleshoot and resolve mechanical, electrical, and systems-level issues, reducing downtime and maintaining production efficiency.

- Collaborate with internal teams and external vendors to coordinate repairs and parts procurement.

- Maintain organized documentation of maintenance activities and safety checks.

- Currently pursuing Honeywell Intelligrated MH Technology Certification to deepen automation systems knowledge.

IT Field Technician

ArchWell Health Phoenix, AZ

Nov 2023 Mar 2024

- Provided frontline IT support across five clinical locations, managing desktops, laptops, and network-connected medical devices.

- Diagnosed and resolved hardware and software issues across Windows-based systems and healthcare technology.

- Conducted inventory tracking, device configuration, and structured onboarding support for new team members.

- Educated clinical staff on support processes and best practices for reaching the service desk.

Tech Support Jr. Analyst

Legal & General Investment America Chicago, IL

Feb 2022 Aug 2023

- Developed and managed automated workflows using SSIS, UC4, and SQL, optimizing data processing operations.

- Conducted system builds and technical onboarding for new hires, including software setup and user permissions.

- Supported end users via ServiceNow, resolving issues in hardware, software, and network access with a daily average of 10+ tickets.

- Provided QA feedback for Windows 10 imaging and facilitated successful OS migrations.

Customer Service Representative (Remote)

E*TRADE Financial Chicago, IL

Aug 2021 Jan 2022

- Delivered technical assistance and account support to clients navigating financial systems and tax tools.

- Completed intensive SIE and Salesforce training, gaining proficiency in resolving customer inquiries securely and efficiently.

- Maintained high client satisfaction scores through consistent communication and resolution tracking.

Retail Sales & Customer Support

Boost Mobile / Metro PCS Chicago, IL

May 2018 Jan 2019

- Diagnosed device issues and provided in-store technical support for a diverse customer base.

- Met and exceeded monthly sales targets through product education and upselling.

- Managed store inventory, display setups, and promotional campaigns through social engagement.

EDUCATION

University of Phoenix (Online)

Associate of Arts in Information Technology (Expected Oct 2026)

GPA: 3.84 (Projected: 3.94) Maintaining strong academic standing while working full-time

Northwestern University Bootcamp

Full Stack Web Development Certificate | Nov 2021 May 2022

Year Up Harold Washington College, Chicago, IL

Client Services Track | Aug 2019 Jun 2020

- Completed internship at Bank of America as a Credit Card Specialist

- Courses included Business Writing, Advanced Excel, and Public Speaking

Amundsen High School Chicago, IL

High School Diploma | Aug 2014 Dec 2018

HIGHLIGHTS

- Proven adaptability across warehouse, healthcare, and finance tech environments.

- Completed certifications while balancing full-time work and education.

- Strong commitment to technical support, user success, and continuous learning.