**RONALD HUAMANCAYO**

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**EDUCATION**

**Kean University, NJ**

*Bachelor of art in Criminal Justice, GPA 3.2* May 2015

**EXPERIENCE**

**The Leaguers Head Start,** Newark, NJ 2017-Present

*IT Support*

* Trained, mentored and provided clear and concise direction to summer internets.
* Technical problem solving dealing with various proprietary software issues as well as HTML issues
* Responsible for creating email and domain user access accounts for new users
* Wrote and administered documentation for helpdesk operations procedures.

**Special Opportunities for Achievement & Reawakening (S.O.A.R),** Elizabeth, NJ Seasonal

*Teacher*

* Tutoring and helping kids with their homework.
* Keep an eye on children’s activities during meals and rest periods.
* Organize and take part in leisure activities such as games, crafts, comics, outings and exercise.
* Encourage community by stressing the importance of providing a safe environment, which is alcohol, tobacco, and drug free.
* Stress the importance of educational achievement, recreational activities and counseling for youth.

**Adrian and Son Auto Repair,** Elizabeth, NJ 2011-2016

*Manager*

* Support all areas of responsibility within the accounting aspect of the business.
* Computers maintenance, Administered network connectivity, server availability, and information security.
* Help other crew members complete long and difficult repair projects.

**Compurite System,** Linden, NJ 2014-2015

*Desktop Support Technician*

* Provided help to the customers through remote assistance, over the phone and in-person.
* Provided system refresh, system imaging, system backup and general printer support.
* Diagnosed and resolved application and hardware issues reported by customer.
* Installed software and hardware in personal computers and notebooks including: Microsoft Windows 2000, XP, MS Office 2000, XP, 2003, and 2007.
* Ordered computer parts from vendors and maintained inventory.