

Luis Gonzales

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Skills

Highly motivated IT Support professional with a working knowledge of common information technologies and systems management. Strong customer service and communication skills. Skilled in troubleshooting common IT problems in a fast-paced environment and rapidly adapting and mastering diverse new technologies and techniques.

Experience

Computer Aid Inc, Work From Home - Service Desk Analyst

02/2021 – Present

- Resetting passwords, ensure proper recording, documentation, and closure of all records
- Interact via telephone and e-mail with customers to diagnose and resolve technical problems
- Provide first level contact and convey resolutions to customer issues utilizing a knowledge base
- Properly escalate unresolved issues to the next level with strong supporting documentation
- Keep peers and management informed of trends, significant problems, and unexpected delays
- Utilize excellent customer service skills and exceed customers' expectations

ABEC Inc, Bethlehem - IT Support Specialist Intern

09/2020 – 02/2021

- Updated computer software and set-up new employee workstations
- Installed Windows 10 OS and other critical software on existing and inventory computers
- Diagnosed and troubleshoot employee connectivity and data access problems
- Performed a comprehensive hardware inventory for ABEC owned IT equipment
- Created and managed support tickets using Datto's Autotask (PSA)
- Created new user profiles in Active Directory and Microsoft 365 admin center
- Adjusted permissions and maintained data security and integrity during migrations

Education

University of Penn LPS Coding Bootcamp - Full Stack Flex Program

08/2021 – Present

Computer science applied to JavaScript

Databases

Browser based technologies

Server side development

Deployment/command-line fundamentals

Quality assurance

API interaction

Associates in Computer Information Technology - Application Development

07/2018 – 06/2020