

# Justin Yates

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## Professional Summary

Resourceful Computer Support Specialist with several years of experience providing comprehensive support to ensure that all relevant hardware and software is operating efficiently. Adept at maintaining key systems and correcting issues. Specialize in cost-effective preventative maintenance and system monitoring.

## Core Qualifications

- Huge experience with Windows and Mac-based systems
- Vast knowledge of industry current software and hardware
- Adept at identifying and resolving computer performance issues
- Solid grasp of local area network structure
- Proactive problem solver focusing on preventative maintenance
- Comprehensive verbal and written communications abilities

## Experience

### Computer Support Specialist

7/1/2005 – 3/1/2008

New Parkland Community College

New Parkland, CA

- Coordinated with end-users to resolve performance issues.
- Identified and resolved hardware and software issues.
- Established and implemented mitigation strategies.
- Provided support to key networks and systems.

### Computer Support Specialist

3/1/2008 – 2/1/2011

AB Manufacturing

New Parkland, CA

- Performed troubleshoot to identify and correct system issues.
- Researched software products and made recommendations for upgrades.
- Ensured that all systems were operating efficiently.
- Developed innovative strategies to reduce downtime.

### Computer Support Specialist

2/1/2011 – Present

Oceanside Industries of New Parkland

New Parkland, CA

- Analyzed hardware and software to determine when it was more cost-effective to upgrade.
- Performed regular system performance checks and identified any potential issues.
- Coordinated with network administrators to identify system maintenance needs.
- Maintained a daily log of system performance and noted any abnormalities.
- Kept records of all repairs and upgrades.

## Education

Bachelor of Science – Computer Science

2005

University of California