

SERGIO G. OCHOA III

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OBJECTIVE

Seeking an opportunity to use my IT degree along with my IT skills, work ethic, and organization skills with a team or individually.

EDUCATION

Mid-State Technical College Wisconsin Rapids, WI
IT Network Specialist (Associate Degree of Applied Science)
Association of Information Technology Professionals member (AITP)
Graduation Date December 15, 2015

Mid-State Technical College Wisconsin Rapids, WI
Software Developer (Associate Degree of Applied Science)
Association of Information Technology Professionals member (AITP)
Expected Graduation Year : 2017

SKILLS & ABILITIES

- Excellent research and analytical skills.
- Skilled in installing, configuring, managing, monitoring, and maintaining server networks for Windows server 2008 and 2012.
- Proficient in use of VMware, setting up virtual servers and operating systems.
- Knowledgeable in basic router and switch configuration.
- Experienced in troubleshooting hardware and software problems.
- Experienced in use of packet tracer as prototyping tool.
- Excellent customer service skills.
- Experienced in troubleshooting and programming mobile devices.
- Experienced with commercial printer maintenance.
- Experienced with C# programming language.

WORK HISTORY

Photo Center Associate
August 12, 2010- June 13, 2016.
Walmart, Wisconsin Rapids, Wisconsin 54494

- Provide customer service for the Connection Center and Photo department.
- Trained associates how to operate the lab equipment and computer system.
- Troubleshoot customer equipment.
- Resolved issues concerning customer equipment over the phone.
- Awarded the employee of the month award twice.
- Documented and logged issues and solutions on photo equipment.
- Assisted Fuji Film during the upgrade of the photo lab equipment.
- Programmed customer cell phones.
- Installed new equipment to the photo kiosk.
- Kept inventory on equipment supplies.

- Trained customers how to use photo kiosk.

IT Computer Technician

July 2015 – August 2016.

*employed as Mid-State Employee before Spring Semester started.
Mid-State Technical College, Wisconsin Rapids, Wisconsin 54494

- Assisted the IT Department with help desk tickets.
- Assisted faculty and staff with their systems.
- Prepared new and old systems for deployment.
- Installed new equipment.
- Documented systems issues and solutions.
- Logged systems for recycling.
- Filled out RMAs (Return Merchandise Authorization).
- Worked with VoIP equipment.
- Installed and configured MondoPads.
- Worked with System Center Client.
- Assisted in the domain change for Rapids and Points campuses.
- Troubleshoot software issues due to domain change.
- Assisted in cabling for closet switches.
- Experienced in Remote Desktop.
- Windows server 2012 configuration manager.
- Experienced with printer server issues.

IT Programmer Analyst Intern

June 6, 2016 – Current Employer

Wausau Coated Products, Inc., Wausau, WI 54401

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