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