

# Joel Gonzaga

## Corporate IT Support - Personable IT

Tujunga, CA - Email me on Indeed: [indeed.com/r/Joel-Gonzaga/810de9b07ec775fc](https://www.indeed.com/r/Joel-Gonzaga/810de9b07ec775fc)

Willing to relocate to: Los Angeles, CA - CA

### WORK EXPERIENCE

#### Corporate IT Support

Personable IT - Glendale, CA - July 2015 to Present

professional. Certified in Mac ACSP OSX. Experience goes back as far as the dot com boom. Additional experience in education (2nd page).

Work Experience in IT

USA ePay - Glendale, CA July 2015- Present

Corporate IT Support

- Responsible for end user support in a MAC environment.
- Track and Inventory company assets.
- Work in a high security environment.
- Responsible for back ups of user computers.
- Assisted and managed mobile devices.
- Handled encryption for sensitive data.

#### Technical Support Supervisor

DTT - Los Angeles, CA - February 2012 to July 2015

- Created a new method for investigating troubled accounts.
- Created policies for our response to emergencies and law enforcement.
- Provide support to remote locations via LogMeIn, GoToMeeting etc.
- Coached technicians on presentations, soft skills, and technical skills.
- Worked with DNS, ports, and IP addresses on a daily basis.

#### Vector Marketing

Direct Marketer - Los Angeles, CA - June 2008 to December 2008

- Received three college credits worth of marketing training.
- Sold \$10k worth of product in six months.

#### Student Technician

Azusa Pacific University - Azusa, CA - August 2004 to December 2006

- Provided desktop support and laptop support.
- Removed malware, viruses, and spyware from laptops
- Maintained records to communicate with other techs via ticket system.
- Some set up classroom audio visual equipment.
- Responsible for shipping, imaging, and maintaining laptops.

(additional employment history on second page)

Computer Skills and Knowledge

A+ and Net+ Windows 7-10 (Enterprise) Desktop Mac ACSP OS X Confluence Knowledge Base Photoshop MS Office VPNs Firewalls Data Retention DNS RAID's User Migration Digium Phone Systems Basics of Active Directory Basics of GitHub Basics of programming

## EDUCATION

### **Master's in Philosophy**

Loyola Marymount University  
2010

Azusa Pacific University  
2006

## SKILLS

Javascript (Less than 1 year), Python (Less than 1 year), HTML (2 years), angularjs (Less than 1 year)

## CERTIFICATIONS/LICENSES

### **CompTIA A+**

### **Network+**

### **ACSP EI Capitan**

## ADDITIONAL INFORMATION

Management Skills

Basics of Marketing Team Building Public Speaking Coaching and Training White Paper Production (Editing and Ghost Writing)