



# ANTONIO FERNANDEZ

## CONTACT

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 1909 Scharmann Lane, Manteca CA

## SKILLS

- System Installation & Configuration
- Hardware & Software Troubleshooting
- Network & Systems Administration
- Cybersecurity & Compliance
- Operating System Management
- Peripheral & Printer Configuration
- Technical Documentation & Process Improvement
- User Support & Customer Service
- Remote & On-Site Technical Support
- Effective Communication & Team Collaboration

## EDUCATION

### Computer Science AS

### Modesto Junior College

*Graduation: May 2025*

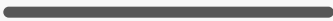
### Software Engineer Certification

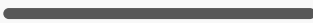
### CodeStack Academy

2023-2025

*Graduation: January 2025*

## LANGUAGES

English 

Spanish 

## PROFILE

Motivated IT professional with three years of experience in technical support, troubleshooting, and system configuration for networked computing devices—fortified by advanced computer science training. Skilled in diagnosing and resolving hardware, software, and network issues, securing systems, and providing user-focused technical solutions in dynamic environments.

## WORK EXPERIENCE

### Technical Support Specialist II

San Joaquin County Of Education 2025-Current Day

- Install, configure, and troubleshoot Windows, macOS, and Chromebook operating systems, ensuring optimal performance and security.
- Diagnose and resolve technical issues related to computing devices, peripherals, and network systems, minimizing downtime for users.
- Implement security best practices, manage user accounts, and ensure compliance with IT policies and industry standards.
- Provide technical assistance and training to users, enhancing their understanding of computing systems, software, and security protocols.
- Maintain and troubleshoot network connectivity, printers, and database applications to support smooth IT operations.
- Log support requests, document troubleshooting steps, and develop guides for improving response times and efficiency.
- Work closely with staff, school districts, and agencies to implement IT solutions and resolve technology-related challenges effectively.
- Stay updated with emerging technologies, industry trends, and advancements in computing systems to enhance IT support capabilities.


### Apple Expert


Apple Inc. 2021-2025

- Develop a deep understanding of Apple products, services, and the ecosystem to provide informed recommendations to customers.
- Identify customer needs, offer tailored solutions, and drive sales while delivering an exceptional Apple experience.
- Help customers set up and troubleshoot devices, ensuring they maximize the features and benefits of their Apple products.
- Work closely with peers, share knowledge, and support team members to enhance the overall customer experience.
- Address customer concerns with care and patience, providing effective solutions that improve their experience with Apple products.
- Thrive in a dynamic setting, assisting multiple customers at a time while maintaining high-quality service and efficiency.
- Stay updated on new Apple products, services, and software to provide the best recommendations and support.
- Foster a welcoming environment that embraces diversity, teamwork, and a commitment to Apple's core values.


## REFERENCES


#### Justin Tate

 510-936-4148


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#### Maria Payne

 408-674-0307

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#### Jose Martinez

 650-533-6314

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