

IT Specialist IT Specialist IT Specialist - Knight Communications Pasadena, CA Highly skilled and focused professional specializing in Administration, Project Management, Information Technology, Consulting and Customer Service. I am looking for a company to utilize all of my skills with a forward thinking attitude and culture. Work Experience IT Specialist Knight Communications - Los Angeles, CA April 2019 to Present Support Police Officers and City personnel with desktop troubleshooting, PC Software and hardware repair. Attend and document weekly Technology meetings with Lieutenants, Captains and other high ranking officials. Manage and create user profiles with Active Directory. Setup and manage Laptops, Tablets and Cradlepoint cellular modems for vehicles. Communicate effectively with non-tech savvy individuals in order to provide excellent customer service. Compiled an inventory hardware list of all sites, totaling all the necessary information for audit and traceability purpose. Project Manager & Technology Specialist MARINE CORPS COMMUNITY SERVICES - Okinawa, JP July 2017 to February 2019 Japan Consulted on tech and software for Generals, Commanders and other High ranking officials. Managed weekly projects and community events. Organized and lead weekly courses on Programing and 3D modeling for beginners. Created 3D models using Blender, Maya and other 3D modeling/sculpting software. Maintained multiple iMacs and PCs. Performed daily admin and clerical tasks. Supervised the installation and maintenance of Oculus Rift VR headsets, components and gaming computers. Senior QA Analyst INFINITY WARD - Thousand Oaks, CA June 2013 to June 2014 Designed test plans, scenarios, scripts and procedures. Documented software defects using Jira and reported to engineers and designers. Monitored and tracked bug resolutions and fixes. Investigated player discovered bugs referred by technical support. Provided feedback and recommendations to developers on software usability and functionality. Recorded temporary Voice Over for Sound Department. Presented multiple Game Design documents for potential projects. Quality Assurance Analyst ACTIVISION BLIZZARD - El Segundo, CA May 2012 to January 2013 Monitored bug resolution efforts and tracked successes. Documented test procedures to ensure replicability and compliance with standards. Designed test plans, scenarios, scripts, or procedures. Plan test schedules or strategies in accordance with project scope or delivery dates. Reviewed

software documentation to ensure technical accuracy, compliance, or completeness, or to mitigate risks. Education Associate Skills Help Desk, Desktop Support, It Specialist, Information Technology

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