

IHT Project Technician IHT Project Technician Computer Technician Specialist Meridian, ID  
Authorized to work in the US for any employer Work Experience IHT Project Technician  
FLEXTECHS / Saint Luke s Hospital - Boise, ID May 2019 to Present Handle Saint Luke s IHT ticket  
queue providing computer support across Saint Luke s technology infrastructure. Preparing, Imaging  
and deploying printers, PC s, laptops, and peripherals devices. Maintain professional enthusiasm,  
integrity, quality work ethic, and cleanliness while supporting St. Luke s staff. Decommissioning  
printers, PC s, and laptop for redeployments or recycling. Deactivating, and Activating switch ports  
for access and no access to St. Luke s intranet and internet. Substitute IT User Support Twin Rivers  
Unified School District - Sacramento, CA November 2018 to Present Aided technicians and Sr.  
technicians at the District Office and School sites Performed PXE imaging of student and faculty  
laptops and desktop computers Updated and configured local and networked peripherals  
Cabling management organization at School sites Maintained, prepared District Office conference  
rooms for faculty meetings and events Prepared and documented all electronic for e-waste  
Detialer Wise Auto Group - Vacaville, CA December 2017 to February 2019 Clean and prepare  
detailing equipment each business day, manage inventory of control of all detailing supplies,  
maintain management and customer satisfaction of detailed vehicles, maintain a clean working  
environment, maintain a safe and fun working environment. Technical support, troubleshooting, and  
documenting cases of all Volt Management Group - Elk Grove, CA November 2015 to November  
2016 Elk Grove, CA 11/2015 - 11/2016 Tier 1 AppleCare Support Technical support,  
troubleshooting, and documenting cases of all Mac, iMacs, MacBooks, iPods, iPhones, iPads  
portable during calls Analyze and resolve technical issues, and comfortably navigate a virtual work  
environment Verbal and written communication skills, as well as the ability to effectively prioritize  
and manages time Co-owner / Operations Manager Avid Waste Removal - Fair Oaks, CA October  
2011 to December 2015 Coordinate and facilitate with realtors, regional and property managers,  
homeowners associations evaluated specific job needs, attend local networking groups, chamber of  
commerce, business marketing Estimate jobs including, timeframe, measurements, specific job  
details, negotiate price and up sale jobs, translated to customer job details, systematize maps,

directions, specific details of all jobs   Complete work of all jobs generated, prepared and organized equipment needed for next business day, customer retention and follow ups Committed to keep customer satisfaction top priority, in building outstanding customer relations Systems Support Technician Assistant Avid Waste Removal - Rancho Cordova, CA July 2013 to February 2015 Assist the Systems Support Technician troubleshooting and repair school lab computers and printers   TFTP PXE imaging school computers and laptops   Assist teachers, program chairs, and faculty with computer and printer related problems   Help desk technical support troubleshooting student laptops in-class and telephone support Forklift Operator Pacific Supply - Rancho Cordova, CA November 2004 to February 2006   Loaded trucks for delivery   Delivered building materials to job sites   Distributed roofing materials on to roofs Loader/Unloader Lowe's - Folsom, CA February 2003 to November 2004   Loaded heavy items in customers vehicles   Retrieved pre-order and online orders for customers   Operated all forklifts Education AAS in Computer Programming Solano Community College - Fairfield, CA Present AAS ITT Technical Institute - Rancho Cordova, CA December 2013 Skills Active Directory, Help Desk, Desktop Support, Service Desk, MAC, Tech Support Additional Information Skills   Microsoft Windows OS (95, 98, XP, Vista, 7, 8, 10), Server (2003, 2008 R2)   MS Office suit (Word, Excel, PowerPoint, Outlook, Publisher, Project)   Apple macOS (10.5 Leopard, 10.6 Snow Leopard, 10.7 Lion, 10.8 Mountain Leopard, 10.9 Mavericks, 10.10 Yosemite, 10.11 El Capitan, 10.12 Sierra)   iWork (Pages, Numbers, Keynote)   Linux (RedHat, Fedora, CentOS, Ubuntu)   Troubleshooting of PC's, desktops, laptops, tablets, iPods, iPhones, iPads, Macs, iMacs, MacBook Air, Pro   Repair and configuration of all PC's desktops and laptops, virus protection and eradication   HTML, DHTML, CSS, JS, SQL, Python programming Forklift Operator (Narrow Aisle Reach Truck, Order Picker, Counterbalanced(Gas, Electric & Rough Terrain), Powered Pallet Trucks)   Possess excellent interpersonal, organizational, and communication skills, experience working in a fast paced, deadline-oriented environment

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