

Help Desk Technician Help Desk Technician El Paso, TX To obtain a position where my professional experience, skills, and education can be utilized to enhance my knowledge for advancement within a company. Work Experience Help Desk Technician Western Technical College 2015 to 2019 Keep records of Software and keys Purchase Laptops for students Repaired and troubleshoot computers, printers, VOIP Phones and monitors. Assist students with laptop issues Maintained security cameras and servers IT Help Desk Canutillo ISD 2012 to 2014 Assisted in deployment of PC throw out district and other assigned duties Engineering Tech 1 R.A.M Inc 2011 to 2011 Harvest Golden Eye and IBEX Network Administrator El Puente 2007 to 2011 Repaired and reconfigured Servers Repaired Network connections Ran Cat 5e and terminated Maintained software: Adobe CS3, Outlook, QuickBooks Trained users on PC and Mac applications Repaired and Maintained IDF Server Backup and Recover Designed Network Infrastructure for new building Maintained five buildings PCs, printers and registers IT Help Desk ADP 2007 to 2007 2007 Repaired and troubleshoot computers, printers, and monitors. Customer Service in PC hardware and software issues Helpdesk Maintained Software: Outlook, Witness, VPN, Web Suite, Clarify, VMware, TeloQuent, Sametime, WRQ-Reflection, Vision Assisted in Projects Maintained IDF Data Backup and Recover Network Tech Comtel-USA 2006 to 2007 Repaired and troubleshoot computers, printers, and monitors. Educated users on PC software Assisted in Projects Repaired and maintained Cisco Router Maintained Software: Outlook, Outlook Express, Patient Chart Manager, Patient Chart Scan, QuickBooks, Peach Tree Installed and maintained PBX systems and IP phones On call 24 hours Helpdesk Customer Service in PC hardware and software issues Installed Linux e-mail server Education Certificate of Completion in Network Technology Academy of Science & Tech - El Paso, TX 2006 Diploma Riverside High School 1993 to 1995 Skills Tech Support, Service Desk, Desktop Support, Help Desk

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