

Helpdesk Technician/ Network Consultant Helpdesk Technician/Network Consultant Helpdesk Technician Cedar Park, TX Work Experience Helpdesk Technician/ Network Consultant KLH CONSULTING - Santa Rosa, CA 2011 to 2019 Provided excellent customer service remotely via phone to clients and other technicians to solve the issue at hand. ? Installed and troubleshoot many different software programs including MS Office. ? Troubleshoot many different types of equipment including printers, scanners, PC/Mac equipment, monitors, mobile devices, and servers. ? Set up, configuration and troubleshooting of domain accounts/email accounts. Network Consultant ? Set up, configure, and troubleshoot PC/Mac hardware and software and other peripherals. ? Collaborated and consulted with technicians to complete projects. ? Inventoried and managed client's electronic hardware/licenses. ? Maintained open communication with clients and other staff. Network Consultant THE ARM GROUP - Santa Rosa, CA 2009 to 2011 Set up, configure, and troubleshoot PC/Mac hardware and software and other peripherals. ? Collaborated and consulted with technicians to complete projects. ? Inventoried and managed client's electronic hardware/licenses. ? Maintained open communication with clients and other staff. Campus Technologist/ Network Administrator SANTA ROSA CHRISTIAN SCHOOL - Santa Rosa, CA 2007 to 2009 Designed, configured, set up and maintained school network and equipment. ? Pulled and terminated network cable runs. ? Worked with and trained students who were interested in learning about IT. ? Consulted with teachers and other staff on what equipment they needed to enhance the way subjects are taught. Education Associates of Science in Cisco EMPIRE COLLEGE 2003 Skills Microsoft Office (10+ years), TCP/IP (10+ years), Windows (10+ years), Mac OS X (10+ years), Active Directory (10+ years), office 365, mobile (7 years), Customer Service, Networking, VMware, Windows 7, Technical Support, Sales, Javascript, MAC, Desktop Support, Service Desk, Tech Support, Help Desk, VPN, Cisco VPN, SonicWall VPN, SonicWall Certifications/Licenses A+ Certified Network+ Assessments Spreadsheets with Microsoft Excel Proficient July 2019 Measures a candidate's Microsoft Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full results: https://share.indeedassessments.com/share_assignment/68uj-s41j-n9o77t Technical Support

Expert July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/fujfe3krq0ddxcam Proficiency with Microsoft Office: Mail & Calendar (Mac) Expert July 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/apbk1k-acr0jqhng Basic Computer Skills: PC Proficient July 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/xpvcctnx0vfei2fo Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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