

Alejandro Kalani

Tech

Excellent problem-solving, sleuthing, written and verbal communication skills. Excellent empathy, active listening, and resiliency skills. Strong attention to detail and time management skills.

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📍 Lomita, CA

🌐 github.com/aatayde

PROFESSIONAL EXPERIENCE

Client Services Field Tech Project | Contract Cedars Sinai

09/2022 - Present

Beverly Grove

Windows 10 Migration Project | Contract Providence

02/2022 - 08/2022

Torrance, CA

Web Developer Freelance

01/2020 - 01/2022

Remote / Los Angeles, CA

Achievements/Tasks

- Designing, building, & maintaining websites

IT Support Technician | Contract Snap Inc.

12/2018 - 01/2020

Santa Monica, CA

Achievements/Tasks

- Provided local technical support to over 5,300 users on MacOS, Windows, & Linux environments

Tier 2 IT Support | Internship Sony Pictures Entertainment

02/2018 - 08/2018

Culver City, CA

Achievements/Tasks

- Serviced an average of 3,500 users. Provided on site & remote technical support resolving an average of 8% of corporate IT Incidents

Service Technician Frys Electronics

06/2016 - 05/2017

Burbank, CA

Achievements/Tasks

- Diagnosed computer malfunctions with technical skills, hardware, & software providing moderate resolution time & customer satisfaction. Utilized Active Data Recovery retrieved, restored, & preserved digital media that had once became lost, hidden, or inaccessible

EDUCATION

Year Up Los Angeles | West Los Angeles College Year Up Class 3 IT Track

08/2017 - 12/2017

Culver City

College Courses

- Business English
- Intro to Computers
- Computer Hardware
- Computer Networking
- Business Communication
- Operating Systems
- Micro Applications
- Computer Security

SKILLS & SOFTWARE

Jira

Servicenow

Active Directory

Cisco

Bit Locker

Jamf

Windows

MacOS

Linux

Okta

Imaging

InTune

G-Workspace

Deployments

SCCM

CompTIA A+

Repair

Upgrades

365 Suite

VMware

Android

Imprivata Agent

Troubleshooting

Touch Typing

MDM

MDT

PROJECTS

Personal Website

CERTIFICATIONS

CompTIA A+

PC Pro

Network Pro

LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Native or Bilingual Proficiency

INTERESTS

Coding

Nature

Animals

User Experience

Design

Architecture

Technology

Electric Vehicles