Bernadette Dominguez-Garcia

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775 Cascade Street #511 Oregon City, OR 97045

562-612-6050 or 503-875-8769

Objective

To become an integral member of a professional IT team and continue to evolve in my knowledge of the spectrum of information technology environment in an effort to assist others.

Education

American InterContinental University

Information Technology, GPA 3.25

Experience

Parker Aerospace

| 14300 Alton Parkway, Irvine CA 92618

PC Support Coordinator 6/2006 – Present

Customer support over the phone with verbal instructions or remote desktop support, Creating Tickets in the CA system, High Volume and fast pace environment, Remote Desktop, Radmin Viewer, Level 2 after hours on call duties

Applications: Doors, MKS, Enovia, Office 2010, Solumina, Mainframe, Sharepoint,

Active Directory support administrator: created AD account, password resets, lock outs, creating permissions, folders, files, granting access. Create and revoke accounts with new hire and terminations. Domain administrator for several organization units; maintain and monitor activity, work in conjunction with network team. Mainframe support host on demand, create accounts, assign permissions, create and revoke accounts, password resets. Worked with Level 2, network and applications team to resolve problems quickly and efficiently and create documents for training. Responsible for inventory control, PC’s, monitors, printers and software. Compliance for export and audit policies and procedures.

Electronic Data Systems EDS

| El Segundo CA 92618

PC Support 1/1989 – 2005

Provided customer support for Remittance Banking industry by performing PC repair and configuration for multiple applications. Software and hardware repair, PC upgrades and printer setup. NCR 7780 machines, Proof machines, Opex 5.0 machines. Performed data entry, active directory account creation, maintenance, and folder and permissions creation. Responsible for PC and equipment inventory, and audit and policy procedures. Create documentation for training purposes and host training classes at several sites.