Jose Valladares

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**Objective**

A skilled individual with Customer Service, General Office experience and exceptional abilities in Computer Technology is seeking an opportunity to utilize acquired skills, experience and knowledge in a challenging position that would be personally rewarding and an asset to any organization.

**Education**

Florida Career College Miami, FL. 2009-2011

Network Engineer/ Associate of Science Degree

Homestead Senior High

High School Diploma Miami, FL. 2004-2008

JROTC 4 years

**Summary of skills**

Bilingual (English/Spanish)

Comp TIA A+ Certified Comp TIA Security+ Certified

Proficient in Microsoft Office (Word, Powerpoint, Excel, Outlook, Access)

Photoshop, Photoshop II, Microsoft Visio

Operating Systems: DOS, Linux, Unix, Windows 2000, Windows NT, Windows Vista, Windows XP, Windows 7, Windows 8, Windows server 2003, Windows server 2008, Windows server 2012

Computer Repair: Assembly, Diagnostics, External Drives, Install Peripheral Devices, motherboards etc.

Troubleshooting, Upgrades.

Networking: Router Programming, Task Manager, TCP/IP, Troubleshooting

Customer Service Skills

**Work History**

**System Administrator** Miami, FL February 2014 – July 2014

**Hyatt Regency**

* Installing and configuring computer operating systems and software for all departments at Hyatt.
* Supporting a user base of 150 computers.
* Installing and troubleshooting network printers.
* Configuring and updating Group policies through Active directory.
* Troubleshooting windows server 2003, 2008, 2012.
* Implementation of cisco switches for networking closet.
* Encryption of hard drives through Bitlocker.
* Network troubleshooting.
* TCP/IP setup with static or dynamic IP’s
* Server backups as well as user backups of sensitive information.
* Virus, Trojan, and Malware removal and following procedures of infected workstations..
* Troubleshooting Hotel system software such as opera, saflok, etc.
* Server 2008 and 2012 configuration and managing.
* hyper-v installation for virtualization of Nasuni cloud technology.
* Micros POS and PMS troubleshooting and managing.

**Computer Field Team Engineer** Miami, FL September 2012 – January 2014

**Florida International University**

* Help Desk support Tier 1 and Tier 2 levels.
* Installing and configuring computer operating systems and software for all Departments on FIU’s campus.
* Troubleshooting and resolving technical problems for users in person and via telephone.
* Installing Cisco Telephones such as Cisco 7960 phones.
* Working in a team environment of 7 IT personal managing over 1500 users and computers.
* Using BMC REMEDY ITSM-Incident Management ticketing system for all issues sent through the call center.
* Troubleshooting and configuring local and network printers through the domain and on users systems
* Adding and configuring users systems onto Active Directory and placing new systems in proper OU (Organizational Unit)
* Supporting MAC computers and Laptops as well as Tablets (iPad, Android, and BlackBerry’s).
* Installing new hardware onto users systems.
* Networking troubleshooting on a Tier 1 Level such as no network connection due to TCP/IP issues, Cisco patch panel troubleshooting, and checking Network ports.
* Encryption of hard drives with McAfee DLP software and decrypting for users Backups and formats of systems.
* Backing up users sensitive data onto network drives on daily basis.

**A+ Computer Technician** Miami, FL. Jan 2012 – June 2012

**CompUSA**

* Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
* Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
* Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.
* Acting as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required.
* Making hardware and software acquisition recommendations including helping assess users needs and providing justification for equipment and services.
* Assisting in instructing City staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required.
* Assisting with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology and recommends modifications as necessary; and,
* Perform other duties of a similar nature or level.

**Computer Repair Technician** Miami, FL. August 2009 - 2012

**Independent Contractor**

* Repairs of PC’s and Laptops
* Diagnostics, troubleshooting, installs, upgrades, maintenance
* Small network connectivity, programming, troubleshooting, router programming
* Customer service, Help Desk assistance to customers
* Working part-time business while going to college. Hands on experience