Aylin Forbes

Computer Technician

Tustin, CA 92780

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Skills

Computer Hardware and Software troubleshooting, Replacing components, Updating and Maintaining OS (Windows 7, Windows 10, Mac, IOS software, network troubleshooting, setting up and upgrading networks. Networking upkeep and set-up including configuring switches and routers for small business and Remote workers. Cisco network/telephony system and user support, configuring, implementing, and supporting network and telephony systems. Fixing printer errors (Hardware and Software) Analayzing system software, implementing corrective actions. Zendesk, Rescue 123.

Ticketing Systems: Clearvision, Alliance, Service Now, Salesforce and Click Mobile

Experience

Unisys / Dell Technologies onsite Repair Technician IV
November 2023 - PRESENT, Hybrid Orange County

PLS Support for calls for Dell Client. Transformation Services calls, installing and servicing PCs, and PC peripherals and/or electronic equipment. Take service calls and perform incident specific activities such as hardware, software and networking resolutions. Working on servers, switches and server installs and maintenance. Perform complex desktop and laptop break fix work, Whole unit replacement, printer fixes, Reimage, Load software, unit diagnostics and replaceable unit swapping, troubleshooting, performs module replacement on PCs, servers and peripherals. Performs preventative maintenance activities on products. Ensures client specific Service Level Agreements are met and incident and request tickets are updated accordingly within the ticketing system.

Compucom / IT Field Technician
December 2021 - November 2022, Hybrid Orange County

Manage triage, troubleshooting and resolution to client scope on IT equipment including Dell, HP, Lenova and Lexmark equipment. Work on POS, PC, Printers, Thin Clients, AP's, Servers, Network switch equipment at client's site. Servicing client servers, reimaging client computers.   Use ticketing system to plan workday and complete tasks ahead of schedule. Provide consistent with documentation, tracking and monitoring issues, providing notes and feedback as well as make in-field decisions for a positive result. Support clients IT/Data problem tasks, provide prompt action, and deliver support and resolution for daily technical requirements.

Self Employed / Computer Technician
October 2017 - December 2021, Orange County, CA

Troubleshoot and repair laptops, desktops, tablets and phones hardware and software onsite and remotely. Maintain and control soho company's networks. Resolve all software issues, upkeep and expand systems as needed. Complete IT support for long term and short term clients including keeping data secure by implementing software and training users.

Global Solutions - Service Desk Support
01/2019 to 08/01/2019 - Huntington Beach

Launch new training and software system for Hyundai dealerships. Respond to requests for technical assistance via phone or electronically. Diagnose and resolve technical hardware and software issues. Research questions using available information resources. Active Directory. Advise dealership on appropriate action. Follow standard help desk procedures and log

all help desk interactions. Identify and escalate situations requiring urgent attention. Track and route problems and requests and document resolutions. Stay current with vehicle systems information, changes and updates..

Behr Paint - IT Support Specialist
04/2018 to 07/2018 - Santa Ana

Diagnose and solve printer, scanner and computer system problems. Install and set-up personal computer hardware and software. Provide Technical Support. (Cisco phone system) and log all tasks. Participate in e-mail monitoring. Perform user setup procedures. Conduct research utilizing books, publications, CD ROMs, news. Create and follow documentation for operational procedures. Utilize appropriate customer service skills to troubleshoot issues over the telephone, email and online support.

Certifications

Dell Client Foundations 2021 Certification / Dell 2000 Printers 2018 Cerification

HP Commercial Desktops, Workstations and Notebooks Service Qualification Cert HP Hardware Technology Cert. / HP Computing Products Cert. / HP Products Assessment Cert. / HP Connectivity, Firmware, and Security Technology Cert./

HP Maintenance of Computing Products Cert. / HP Setup and Maintenance Assessment Certification

HPE Introduction to HPE Server Options Cert. / HPE ProLiant Server Foundation Test Cert. / HPE Standard ProLiant and Blade Server Service and Solution Qualification Cert./ HPE Gen9 ProLiant Family Technical Training Cert. / HPE Introduction to Server Management Tools and Applications Cert.

Lexmark Colour Science and Theory Cert./ Lexmark Safety Alert Symbols Cert./ Lexmark eTask User Interface Cert./ Lexmark Data Security Notice Cert./ Mirrored NVRAM 2nd Ed. Cert./Lexmark Electrophotographic Process Cert. Lemark Mobile Tech Cert..

Education

UEI - Computer Technician Degree Program

06/2016 to 08/2018 - Anaheim

- Classes attended: A+, Hardware and Software, MCSE, MCSA, Windows, Linux, Applied Networking, Client Operating Systems, Server Operating System and Microsoft Office.