Benjamin Torres

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Experience

Aug. 2023 - May 2024 **Student Technology Consultant,** University of California, Berkeley — Student Affairs IT

- Proficient in diagnosing and resolving a wide range of technical issues, including Wi-Fi connectivity problems, hardware malfunctions (e.g., fans, keyboards), blank screens, and laptop charging issues.
- Provide effective technical assistance through in-person interactions, phone calls, and email correspondence, ensuring timely and reliable support to students.
- Consistently meet or exceed service level agreements by resolving IT issues promptly, minimizing downtime for students and optimizing their productivity.
- Perform routine hardware maintenance tasks, such as cleaning, component replacement, and software updates, to prolong the lifespan and performance of computing equipment.
- Maintain detailed records of all IT support interactions, including issue descriptions, troubleshooting steps, and resolutions, contributing to a comprehensive knowledge base for future reference.
- Quickly adapt to evolving technologies and software, staying current with industry trends to effectively address new challenges.

Aug. 2023 - Dec. 2023 **Head of Linux System Administration DeCal,** University of California, Berkeley — Open Computing Facility

- Guided students in becoming proficient users of GNU/Linux through hands-on exercises and practical assignments.
- Provided in-depth instruction on basic networking principles specific to Linux environments through weekly lectures
- Provided hands-on guidance and support to students in setting up and managing virtual machines, helping them overcome challenges related to virtualization technologies.
- Developed and design short, engaging weekly assignments that reinforce course concepts and allow students to apply their knowledge in practical scenarios.
- Offered in-lab support, assisting students with practical exercises, system configurations, and problem-solving during hands-on sessions.

Aug. 2022 - May 2024 **Staff Volunteer,** University of California, Berkeley — Open Computing Facility

- Provided on-site support at OCF throughout the first semester, assisting students with their needs.
- Responded efficiently to inquiries and addressed concerns students had.
- Assisted users in resolving technical issues, including password changes and troubleshooting WordPress sites. - Contributed to the physical setup of the Linux server for the fall Linux Decal at OCF.

Feb. 2022 - May 2022 **English Lab Peer Tutor,** City College of San Francisco

- Facilitated student's argument development by providing guidance on outlining and sourcing evidence.

Sep. 2021 - Dec. 2021 **Student Worker,** City College of San Francisco

- Assisted students with various needs including enrollment, directing them to the appropriate office and creating custom Zoom backgrounds for staff using Photoshop and Illustrator

Jan. 2019 - Jan. 2021 **Employee,** Cafe Umami

- Oversaw inventory, managed staff, operated as cashier and waiter, cooked food, and made drinks.

Education

August 2022 - May 2024 **Philosophy B.A.,** University of California, Berkeley
GPA: 3.5

Skills

Communication — Native in English and Spanish

Other — Git, Microsoft Office, BASH