

# 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** — ServiceNow, Git, Microsoft Office, BASH