

CARMEN JIMENEZ

262.891.4714 • Bristol, WI • cljimenez@gmail.com

US Permanent Resident • No Visa Sponsorship Required

PROFESSIONAL SUMMARY

Technology Professional with 10+ years of experience in technical support, customer service and training in a bilingual environment

Key Skills

- **IT Help Desk:** Active Directory management, Installing, configuring, and troubleshooting Windows XP/Vista/7
- **Programming Languages:** MS Access, SQL, HTML, RPG, Python
- **Applications:** Microsoft (Word, Excel, Power Point, Project, Outlook and Publisher), Open Office, Prezi
- **E-learning platform:** Moodle; administration, setting, backup, course creation and maintenance
- **Languages:** Fluent in English and Spanish (Native)

PROFESSIONAL EXPERIENCE

Support.com United States

12/2014-Present

Leader providing cloud-based software and services for technology support.

Remote Service Technician

- Respond real time to customer Inbound questions and problems.
- Educate customers in the use of installed products, service offerings, and product features.
- Resolve customer complaints and situations calmly and courteously.
- Troubleshoot and resolve service and technical problems using remote control tools with PC/MAC
- Explain and instruct the customer on the value and operation of the product and service.
- Able to configure and troubleshoot wireless networks in Windows, Mac, and mobile devices
- Manage multiple applications to respond to customers' needs.
- Use ticketing system to report problem, troubleshooting steps and resolution.

New Horizons Bilingual School, Santo Domingo, Dominican Republic

11/2003 – 06/2013

Number one bilingual school in the country, accredited by the New England Association of Schools and Colleges

Computer Science Teacher

08/2004 – 06/2013

- Created a student's database in Access to manage students works and participation
- Designed and administered online Computer Science courses and served as platform advisor; cleaned, backed up and restored e-learning platform in Moodle; created and administered online tests and exercises
- Created presentations and trained academic staff on integrating online resources with their classroom for two consecutive years with a significant increase of online resources integration in the classrooms.
- Created staff training materials and procedures to teach in-house workers proper hardware protocols
- Mentored 4-5 teachers for 3 years through weekly meetings and follow up resulting in successful adaptation to the school system and procedures, grading systems, students reports and parental communication

Computer Lab IT Support

11/2003 – 06/2004

- Diagnosed hardware and software failures and resolved technical issues with 100% success rate
- Saved more than \$220K over two years by refurbishing computers and technological equipment
- Set up LAN network and Internet configuration; created users account, reset passwords using Active Directory, and added new computers to proper domain through PC configuration
- Developed annual clean up and back up for more than 120 computers, set up, tested and configured network, desktop computers, laptops and printers
- Installed motherboards, processors, RAM, graphics cards; and updated operating systems and applications
- Supervised computer lab maintenance to ensure security and proper use of equipment

EDUCATION

M.A Educational Technology

2010

Mother and Teacher Pontifical Catholic University, Santo Domingo, Dominican Republic

One of the top Latin American universities and #1 Business School in the country

B.S Computer Science

1996

Pedro Henriquez Ureña National University, Santo Domingo, Dominican Republic

PROFESSIONAL DEVELOPMENT

Python, Coursera

2014

Internet History and Security, Michigan University

02/2014 - 03/2014

Critical Thinking in Global Challenges, Edinburg University

01/2014 - 02/2014

Windows Server 2003 Configuration and Administration, Dominican Republic

2007

Cisco Certified Network Associate (CCNA) four modules course, Dominican Republic

2004