

MARIA E ORTIZ

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413-682-4448

CERTIFICATIONS:

- Network: Design & System support Certification.
- Strata I.T. CERTIFICATION (CompTIA SCBDTT517F).
- Web-design and Microsoft Application Certification.
- A+ Certification.
- Server +(in progress)

HIGHLIGHTS AND QUALIFICATIONS:

- Specialist Operating Systems installation and configurations of DOS, 95, 98, 00, XP.W7, Knowledgeable with MAC systems.
- Microsoft Office 2003/07/10, Word, PowerPoint, Excel, Outlook, Access, Publisher, Info path.
- Server 2003 Active Directory support ,maintenance.
- Computer hardware repair, upgrading, maintaining, installation, configuration, networking client to server, peer-to-peer, server maintenance, printers and networks.
- Local network planning, system analyst and design.
- Efficient problem solving skills, reliable, excel at customer service.
- Effective communication skills, work well independently and as a team, positive attitude, fast learner.
- Web design, HTML, Adobe suite CS4 FlashCS4, DreamwaverCS4, Photoshop CS4, Illustrator CS4, PDF, In-design CS4, QuarkXPress.

PROFESSIONAL ACCOMPLISHMENTS:

- Offer support services to repair and maintain all technology (computers, printers, copiers, telephones, networks, servers, facsimile, internet, etc.) for 6 shelter/housing/office sites
- Maintain, repair and upgrades software/hardware.
- Handle customer service, through email requests, regarding repairs, malfunctions, instructions on software/hardware use, and data base errors. Issues handled in person, remotely and by phone.
- Run weekly, monthly and quarterly reports for the shelter contractors.
- Setup all new hires phone/voice mail, computer access/passwords, and train on policy and procedures and basic use of technology at their site
- Maintain security of data utilizing ESET NOD32. Changing server backup weekly.
- Oversee active directory functions and report changes to Chief Operating Officer (COO)
- Work with IT Workshop and COO to ensure server is operating and problem solve any malfunctions.
- Perform computer maintenance and running updates as needed
- Help with installation and set up of new phone system to 150+ employees at 6 sites (includes voicemail system and training)
- Inventory equipment; pricing and ordering supplies/replacements as needed
- Create computer education program in-service trainings for employees.

- Provide superior technical support to Field Technicians and End User Setup and configure home network wired/wireless multi-computer and peripherals as relates to U-Verse supported system, services, and devices.
- Provide best effort support on Third Party equipment and software applications.
- Work with other technical departs to trouble shoot line conditioning and signal strength, bouncing port when and if necessary.
- Work with Sales and Order Management to create, repair, and trouble shoot orders for provisioning request, device replacement and upgrade of services.
- Research customer history, document all activities and troubleshooting completed with customer on the phone.
- When necessary create dispatch for technician to the customer home for additional trouble shooting and replacement of equipment and or service lines.

EMPLOYMENT HISTORY:

UMOM New Day Centers, Phoenix, AZ **1/08-3/11**

- I.T.Coordinator

AT&T

- Tier 2 Support Technician U-Verse, Phoenix AZ **6/07 - 11/07**

EDUCATION:

Rio Salado Community College, Phoenix, AZ **2010**

Networking Design & System Support in Computer Science (GPA 3.72)

Computer Usage & Microsoft Application Certification (GPA 3.00) **2006**

Learning Center, Rochester, NY **2001**

- A+ Computer Certification (GPA 3.00)

LANGUAGES:

- Fluent in English and Spanish.