



David Onate

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CompTIA A+ certified professional with over 5 years of experience in the service industry as a Server and Bartender at high-volume establishments, including Wildfire Steakhouse, Cooper's Hawk Winery, and Tap House Bar & Grill. Skilled in troubleshooting, clear communication, and customer-focused problem-solving. Equally effective in team environments or working independently. Eager to leverage strong interpersonal skills and technical training in a Help Desk Support role. Check out my blog website to learn more about me! <https://pingdavid.ddns.net>

Work History

Office Systems Associate

Konica Minolta Business Solutions
US, Chicago, IL

January 2024 - April
2025

- Deliver on-site service and support for Konica Minolta office systems including printers, copiers, and multifunction devices.
- Diagnose and troubleshoot hardware and software issues, resolving them efficiently to minimize downtime.
- Perform routine maintenance and repairs according to manufacturer guidelines.
- Provide training and technical guidance to customers on device features and best practices.
- Coordinate with internal teams including sales, customer service, and technical support to deliver a seamless customer experience.

Manufacturing Associate

Research Products Int, Mount
Prospect, IL

June 2021 - October
2023

- Vastly increased and maintained production value.
- Assist in the development of new production techniques or processes aimed at increasing productivity levels.
- Looked through work orders to determine type and quantity of materials needed for each production batch.
- Used daily system logs to document production information, discussing issues with management.
- Troubleshoot problems in the manufacturing process by identifying root causes and proposing solutions.

Bartender/Server

Tap House Bar and Grill/ Coopers
Hawk Winery, Prospect Heights, IL

March 2019 - May 2020

- Developed good working relationships with fellow employees through effective communication.
- Greeted customers, answered questions and recommended specials to increase profits.
- Made friendly conversation with customers to provide enjoyable bar experience.
- Trained new employees to perform duties.
- Provided exceptional service to high volume of daily customers.
- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.

Skills

- Windows Systems and Linux proficient
- Problem solving and Conflict Resolution
- Active Directory
- Networking protocols and Standards (TCP/IP, IEEE)
- Exceptional Customer Service skills
- Excellent verbal and written communication skills
- Attention to detail
- Ticketing Systems

Education

Certification in A+ June 2023
Professor Messer Studios, Online

Certification in Cyber Security February 2023
Google, Online

High School Diploma June 2009
Wheeling High School, Wheeling, IL, US

Certifications

- CompTIA A+ - 2023-2026
- Google Cybersecurity - Aug 2023
- Network+ (In Progress)