



Raymond Ortiz

A Service Technician with five years of experience specializing in technical support, networking infrastructure, equipment maintenance, and customer service. A proven track record of identifying technical solutions to complex hardware, software, and equipment issues.

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Professional Experience

Service Technician

Networking Solutions Corp, New York, NY May 2018 - Present

- Troubleshoot and resolve up to 25+ on-site technical service calls per week in support of office, production, and industrial operations for 120+ customer accounts generating over \$60K-\$1M in annual revenue
- Diagnose and repair physical and software issues on electronic equipment, including PCs, printers, networking equipment, and UNIX and Windows Servers
- Install, configure, replace, and maintain network infrastructure equipment, including routers, switches, servers, and CAT5 cabling

Service Technician

Campbell Field Services Inc., New York, NY May 2016 - May 2018

- Delivered field service support to 75+ customers, identified solutions for 15-20 technical issues per day, and coordinated with clients to mitigate impact on business operations
- Responded to technical service requests to resolve equipment issues for networking equipment, including routers, switches, Windows services, and PCs

Education

Bachelor of Science (B.S.) Information Technology

University of Syracuse, New York, NY
September 2012 ■ May 2016

Key Skills

- ◆ Technical Support
- ◆ Equipment Maintenance
- Customer Service
- Information Technology
- Networking Infrastructure