ANIBAL PABLO

IT Technician

anibalpablo.com

510-706-1389

anibalpablo443@gmail.com

Oakland, California

SUMMARY

CompTIA-certified IT Support Specialist with hands-on experience in hardware troubleshooting, end-user support, and software configuration. Interning at a computer repair shop while applying technical and customer service skills developed in clinical and nonprofit environments. Bilingual in Spanish and Maya Mam, with strong communication abilities and a working knowledge of Active Directory, Office 365, and ticketing systems like ManageEngine. Dedicated to delivering fast, effective technical support in diverse environments.

EDUCATION

University of California, Irvine
Bachelor's Degree in Biological Sciences

Chabot College, Hayward CA
Asscoiate's Degree in Information Technology

SKILLS

Languages: Native English | Native Maya Mam | Bilingual Spanish

Technical Skills: Troubleshooting hardware and software issues: Windows 10/11 | Microsoft 365 (Outlook, Teams, Excel, Word, PowerPoint) | Google Workspace | Epic software | Dentrix software

Tools: Python | HTML | CSS | JavaScript | Bootstrap | Tailwind | Manage Engine | Active Directory

CERTIFICATIONS

CompTIA A+ | CompTIA Network+ | CompTIA Operations Specialist (CIOS)

PROJECTS

Portfolio: anibalpablo.com

Health in Mam: Tujqyol.com

School Website: InebTodosSantos.com

PROFESSIONAL EXPERIENCE

IT Tech Support Internship

Tech Exchange | February 2025 - Present
- Conducted functionality tests on computers and accessories to ensure optimal performance.
- Received technical training in computer hardware, troubleshooting, and refurbishment processes.
- Refurbished computers by reimaging hard drives, installing software, and performing quality assurance checks.

Maya Mam Translator

La Clinica Fruitvale Village Pediatrics | February 2024 - Present
- Accurately interpreted conversations between monolingual Mam speakers and medical staff, ensuring clear and effective communication in a clinical environment.
- Educated medical staff on the cultural nuances, history, and language variations of Mam patients to improve patient care and interaction.
- Utilized Microsoft 365 tools (Outlook, Excel, Word) to track and document Mam patient requests for interpreting services, ensuring accurate data management and reporting.

Human Service Specialist

La Clinica San Antonio | July 2022 - February 2024
- Provided technical support and troubleshooting for Spanish speaking patients and patients with limited English proficiency, ensuring seamless verification of coverage eligibility across multiple health programs
- Applied technical expertise with Small Office/Home Office (SOHO) equipment and computer peripherals to efficiently resolve issues and complete tasks promptly.
- Worked with Windows 10 Pro OS and Microsoft 365 for efficient data logging and task management.

Clinical Office Assistant

La Clinica San Antonio | September 2020 - July 2022
- Efficiently managed and updated patient records in EPIC software, ensuring data accuracy and confidentiality.
- Responded to 60+ patient calls daily, resolving technical issues, answering inquiries, and scheduling appointments with a focus on prompt resolution and customer satisfaction.
- Provided excellent in-person customer service, assisting patients with various needs while demonstrating strong interpersonal and communication skills.