**Francisco Niño Rones**

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**RELEVANT SKILLS**

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|  |  |  |
| * Zoom Remote Support * Microsoft Office Suite * Windows/OSX * Building Custom Desktops * Javascript/HTML/CSS | * Software/Hardware Troubleshooting * Service-Now Ticketing System * Customer Service * API/Jquery/Node.js | * Hardware Deployments * Imaging and Staging * Active Directory * Adobe Creative Suite * VMWare |

**EXPERIENCE**

**Gap Inc,** San Francisco, CA March 2019 – Present

*IT Administrator*

* Responsible for assigning task and incident tickets to the team to have an efficient distribution of task resulting in low SLA and high customer ratings
* Collaborate with the tech bar making sure queue and 15 mins quick fixes are met and on standards
* Assist Gap employees to identify, troubleshoot and resolve 20 hardware and software tickets at the tech bar by providing excellent customer services to effectively mitigate technical difficulties resulting in 100% tech feedback for the past 12 months
* Administer installs of Microsoft Office, Adobe, VMWare, and Oracle weekly through Service Now Ticketing system resulting in increased productivity of employees
* Conduct 100 Zoom remote support sessions for our hardware and software issues every week
* Specialty Support for design team’s special applications such as Ned Graphics and Adobe Suite
* Lead technical deployment projects for department upgrades and requests
* Manage site inventory for our tech hardware deployments and company request equipment
* Responsible for Zoom room meeting hall maintenance

*IT Lead Tech (Windows 10 Project)* July 2018 – March 2019

* Administered the deployment of Windows 10 Upgrade in total of 5000+ onsite and remote laptops all throughout the company sites in the country
* Quality control on early iterations of Windows 10 Upgrade resulting in mature version of the upgrade on SCCM with 92% successful upgrades
* Collaborated with the engineering team on making the Windows 10 SCCM auto push mature resulting in completing of the Windows 10 project for the entire company with remote and overseas users in under a year
* Troubleshooting failure points in the upgrades collecting data and analyzing the problem for preventative maintenance and doing barebones upgrade on the unsuccessful SCCM upgrades
* Report daily and weekly results for the Upgrade Metrix directly to the manager and the project coordinator
* Lead the deployment team of the Windows 10 Upgrade managing the queue and the workloads of each technician resulting in higher succession rate of upgrades

**Gap Inc,** San Francisco, CA January 2018 – July 2018

*IT Helpdesk Support Intern*

* Collaborated with the Build Center team by imaging and staging 15+ laptops per day using JAMF and SCCM resulting in a robust and ready inventory to accommodate client needs
* Transferred critical client data from user’s older PC/Mac laptops to new working and faster equipment averaging 8 data-migrations per week, enhancing end-user’s working experience
* Supported Gap’s new hire orientation by assisting the on-boarding of up to 80 new hires weekly by answering technical question on GapTech available services, syncing the Gap account into mobile devices, unlocking accounts for converted employees to ensure successful first day experiences

**Fry’s Electronics,** Concord, CA February 2014 – August 2014

*Electronic Cage Specialist*

* Secure data destruction of returned storage devices in order to ensure our customer’s privacy, and prepare the re-selling of storage devices and 10 open box items
* Organized high-end computer components in the Security E-Cage to reduce seek time from 1 minute to 30 seconds resulting in faster transactions
* Administrated release of 10+ E-Cage items per day to be ready for sale and making sure that the cashier gets the right product for the customer’s transaction

**EDUCATION**

**UC Berkeley Extension,** Berkeley, CA September 2020 – Present

*Coding bootcamp, MERN stack developer.*

* Completed a front-end project using API fetching to create a usable password generator that fetches words from WORDS API using Javascript and Bulma for the styling
* PWD Generator – Javascript – API – Bulma - <https://francisn21.github.io/PWDGenerator/>
* Weather APP – Javascript – API – Bootstrap - <https://francisn21.github.io/WeatheringWithYou/>
* NewAgeMySpage – Javascript – API – Bootstrap - <https://francisn21.github.io/NewAgeMySpace/>

**Year Up / Foothill College,** San Francisco, CA August 2017 – July 2018

*Year Up is an intensive, competitive technical training and career development program with 250 corporate partners, graduating 1,500 students annually across ten cities. The program includes college-level courses, professional training and a six-month internship.*

* Completed coursework in a specialization on IT Helpdesk, while developing skills in web development, Excel, computer hardware, operating systems and Virtualization
* Collaborated with Year Up colleagues to build and configure PC’s in technical trainings to understand different components of a computer system, while working with Windows and OSX operating systems
* Learned networking layers with their uses, troubleshooting and configuring the OSI model

**Holy Angel University,** San Francisco, CA

BS Information Technology Major in Network Administrator

* Completed intermediate classes of HTML5, C++, C# and Java programming language
* Completed course work with Linux base OS environment
* Completed network and router system classes

**LANGUAGES**

Tagalog – Bilingual