

Diego Baez

IT ASSISTANT

New York, NY - Email me on Indeed: [indeed.com/r/Diego-Baez/b5d28590314e68e9](https://www.indeed.com/r/Diego-Baez/b5d28590314e68e9)

Authorized to work in the US for any employer

WORK EXPERIENCE

IT ASSISTANT

Excellence Punta Cana - Punta Cana -

November 2015 to July 2017

- Provided administration support including: Answering calls, proofreading, data entry, distributing incoming mails, processing outgoing mails.
- Assisted in maintaining Internet service, firewalls, and telephone systems.
- Provided technical assistance to office staffs.
- Performed routine PC maintenance and updates.
- Supported development and implementation of new computer projects and new hardware installations
- Resolve customer problems promptly and accurately.

EDUCATION

Bachelor's in Systems Engineering

Central University of the East - San Pedro de Macoris

2015

SKILLS

PC, Phones, Server and Printer assembly and repair (2 years), Ethernet | TCP/IP | Wireless | Fiber optics | LAN/WAN | WhatsUp Gold | Fortinet (Firewall) (2 years), Microsoft Office 2003 – 2016 (3 years), Microsoft NAV | TrendMicro Antivirus | Plesk (Mail Server) | ICAR (ID Reader) | SQL Server | ManageEngine ServiceDesk Plus | CloneZilla (2 years), Windows Server 2003/2012/2016 (2 years)

ADDITIONAL INFORMATION

- Ability to convey technical solutions in a clear and concise manner.
- Comfortable in working independently as well as a team member.
- Positive and optimistic approach to problem-solving.