

ISAELELENA

ServiceNow Developer Track

Houston, TX, 77077

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PROFILE

Technology Enthusiast delving into the world of IT searching for a career as a Tech Support Associate in which to apply prior experience in problem-solving and troubleshooting to reach the company's goals and mission.

EMPLOYMENT HISTORY

- ❖ **Quality Control Technician, Compucycle** Feb 2018 — May 2021
Houston, TX
 - Ensured computer equipment was in resale condition by performing hardware and software tests as per company policy.
 - Performed repair procedures when necessary while maintaining expected quality standards.
 - Assisted customers through the company's tech support ticketing system, ensuring at least 90% of issues were resolved on the same day.
- ❖ **FS Operations Technician I, Goodman Networks** Jun 2016 — Jan 2018
Katy, TX
 - Coordinated plans for installation of DirecTV satellite antenna, cabling, and equipment by communicating with customer to ensure satisfaction was met.
 - Troubleshooted devices to locate the root of the problem using provided equipment and applied knowledge of satellite signals to find the best solution.
 - Upgraded hardware and software components to allow for support of the latest technology.
- ❖ **Computer Repair Technician, Compucycle** Jan 2014 — Nov 2015
Houston, TX
 - Troubleshooted computer equipment marked as "non-functional" and decided if a repair was necessary according to company standards.
 - Documented repair procedures and reported daily work performed to Operations Manager.
 - Installed operating system when needed and performed necessary testing to ensure proper functionality.

SKILLS

JavaScript Basics ITIL
ServiceNow Agile

EDUCATION

- ❖ **New Apprenticeship Bootcamp** Apr 2022 — Present
ServiceNow Learner Online
- ❖ **Highbridge Community Life Center** Sep 2011 — Apr 2012
GED Diploma Bronx, NY