

ISRAEL M. RIOS
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OVERVIEW

Experienced technician with a Bachelor Degree in Information Technology. Outgoing and committed candidate with a reputation for having excellent technical abilities and outstanding customer service skills.

EDUCATION

CALIFORNIA STATE UNIVERSITY OF SAN BERNARDINO, San Bernardino, CA
Bachelor of Arts in Business Administration with a Concentration in Information Technology, Dec. 2013

PROFESSIONAL EXPERIENCE

ENTEGRAL, Orange, CA May 2017 – Currently
Support Analyst

- Coordinate the Shop-Add Onboarding Team, responsible for configuring and onboarding new customers with Entegral's proprietary software
- Consistently Top 3 technician in total monthly closed tickets
- Use Desk.com ticketing system to monitor and respond to incoming IT requests
- Install, troubleshoot, diagnose and resolve proprietary software
- Provide over the phone troubleshooting, customer service and product knowledge
- Generate Shop-Add Onboarding progress reports for upper management
- Provide 100% of all Spanish troubleshooting and customer service for Entegral Support

T-MOBILE US, Corona, CA Oct. 2007 – Aug. 2018
Retail Sales Associate

- Troubleshoot, diagnosed and resolved mobile devices issues
- Educated customers on products offered and advised on what technology meet their requirements
- Onboarded and configured mobile devices to meet customer needs
- Achieved and exceeded goals/sales quotas set by management
- Kept daily inventory of all equipment and merchandise
- Trained and developed new employees in troubleshooting techniques

TECHWORKS, Corona, CA Sep. 2015 – Dec. 2017
Desktop Support (On-Call)

- Installed/updated dental and logistic software & hardware
- Provided maintenance to Windows desktops and network printers
- Programed VOIP office phones
- Configured workstations based on customers' needs
- Demonstrated reliability during on-call days

COUNTY OF SAN BERNARDINO, San Bernardino, CA Oct. 2013 – Dec. 2013
Information Technology Internship

- Maintained computer hardware and equipment
- Shadowed the configuration of LAN switches
- Performed equipment purchasing research and inventory
- Troubleshoot, diagnose and resolved Windows desktops issues

SKILLS

- Bilingual (Proficient in both English and Spanish)
- Microsoft Office 365 and LogMeIn (Remote Tool) skills
- Telephone and in-person, technical & customer service skills
- Superb technical, analytical and multi-tasking skills
- Outstanding organizational and communication skills