Pablo Moreno-Rivera

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I'm a tech enthusiast with five years of experience in client services. I'm currently diving into full-stack web development, improving my skills, and staying up-to-date with the latest technologies. I'm passionate about creating innovative solutions and thrive in dynamic environments.

EXPERIENCE

Pascua Yaqui Tribe, Tucson, AZ — *Desktop Technician*

February 2023 - PRESENT

-Provide support for Pascua Yaqui Tribe Health Service Division.

-Troubleshoot network issues, and patching in network ports as needed.

-Ensure departments are able to connect to other hospital EHR systems.

-Process employee access requests for new employees, and transferring employees.

-Process remote access request. (VPN access request)

-Connect users to network printers and printer address books.

-Manage Kyocera network printers.

-Participate on help desk rotations.

-Use diagnostic and troubleshooting techniques for corrective maintenance.

Tucson Unified School District, Tucson, AZ — *Information Technology Field Technician*

August 2020 - February 2023

-Troubleshoot and manage a wide array of devices running various operating systems.

-Oversee technical needs for multiple school sites.

-Keeping track of work orders using TrackIt! Help desk software, while being able to prioritize based on multiple factors.

-Keep track of technology assets including hardware and software.

-Configure and support the Verizon Innovation Labs at two schools containing over 1,000 iPads with mobile data plans, VR sets, 3D printers and scanners, robotics equipment, and 360 cameras.

SKILLS

Troubleshooting
Mosyle MDM
Team Work
Critical Thinking
Time Management
Organization
Windows 10
Windows 11
Active Directory
Azure Active Directory
MacOS

Languages
HTML
CSS
JavaScript

Tucson Unified School District, Tucson, AZ — *Instructional Technology Liaison*

October 2019 - August 2020

–Attend and host professional development meetings on technology use.

–Host community classes on computer use and online safety practices.

–Provide support with integrating technology into the classroom and curriculum.

EDUCATION

Pueblo High School, Tucson, AZ — *High School Diploma*

August 2014 - May 2017

Arizona State University, Tucson, AZ — *In Progress*

August 2023 - February 2024

Full Stack Coding Bootcamp– Certificate