

JAIR CHAVEZ

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Experienced It Technician who's wrapping up his bachelor's degree in computer science and looking to join a team where I further my skills and contribute to the growth of the organization.

EXPERIENCE

SEPTEMBER 2022 – PRESENT

IT SERVICE TECHNICIAN, SPN NETWORKS

- Develop and maintain comprehensive documentation outlining troubleshooting procedures, issue resolutions, and best practices. Ensure that knowledge base articles remain accurate and current to expedite problem-solving for both Tier 1 support and end-users.
- Apply advanced technical expertise and extensive product knowledge to resolve complex technical issues. Collaborate closely with technical teams, vendors, and subject matter experts to accelerate issue resolution.
- Offer remote assistance to end-users using remote access tools. Provide guidance to users on technical procedures, configurations, and software installations to ensure efficient issue resolution.
- Assist in the implementation of hardware and software upgrades across various organizations. Guarantee proper installation, configuration, and testing to minimize disruptions and enhance the user experience.
- Foster a culture of continuous learning and knowledge sharing within the helpdesk team by collaborating with colleagues to exchange insights, experiences, and solutions.
- Maintain precise records of incidents, resolutions, and response times for efficient tracking and reporting.
- Oversee and manage various Office 365 and Google Workspace environments in multiple organizations.
- Contribute to the deployment of network upgrades across various organizations, ensuring accurate installation, configuration, and testing to minimize disruptions and enhance user satisfaction.
- Be prepared to promptly address critical incidents and emergencies, ensuring the delivery of technical support within the same business day, as required by our service guarantee.
- Support the onboarding and offboarding of users across all organizations, facilitating a seamless technology experience.
- Note: These responsibilities have been adapted to align with the duties listed in the provided job description.

APRIL 2018 – SEPTEMBER 2022

LEAD QUALITY INSPECTOR, BLUE SKY INDUSTRIES

Manage a team and ensure that daily tasks are being met directing team members to areas in which more help is need.

Receive and inspect all parts that come in to ensure parts are to spec based on drawings from ANSI standards. Comply to ISO 9001:2008 and AS9120:2009 standards.

Perform dimensional inspection and document review on incoming product.

Utilize Keyence Machine in dimensional inspections and write new programs as necessary.

Create rejections and store non-conforming product in bonded cage.

Communicate with Suppliers on non-conforming material.

Disposition rejected material and process RMAs.

Customer delegated Source inspection.

Part Mastering new part numbers to be added to the database.

Assisting other warehouse functions (pre-receiving, Picking, Packing).

Pack, label, and ship parts per picking tickets in a timed and orderly fashion.

Stock parts based on the adequate locations in our warehouse.

Will Call orders when needed.

EDUCATION

AUGUST 2019 - PRESENT

COMPUTER SCIENCE, CALIFORNIA STATE UNIVERSITY FULLERTON

Relevant Courses Taken: Introductions to Cybersecurity Fundamentals, Operating System Concepts, File Structure and Database Systems, Network Security Fundamentals

Expected Graduation Date Spring 2024

AUGUST 2013 – JAN 2019

N/A - TRANSFERRED, LONG BEACH CITY COLLEGE

Relevant Courses Taken: Intro to IT topics, Computer Hardware Fundamentals

CERTIFICATIONS

- Carbonite Server Backup Technical Certification
- Carbonite Data Protections Technical Certification
- Carbonite Endpoint Technical Certification
- **CompTIA Network +**

REFERENCES

LUIS ROSALES, WAREHOUSE MANAGER AT BLUE SKY INDUSTRIES

PHONE: (323)396-3389

WILLIAM BRAND, QUALITY MANAGER AT BLUE SKY INDUSTRIES

PHONE: (626)437-6010

HASSAN BOYKIN, TECHNICAL SUPPORT ANALYST, IT AT BLUE SKY INDUSTRIES

PHONE: (323)674-6197