John Teano

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Computer Science for Transfer

Cerritos College — Norwalk, CA
Associate's Degree for Transfer Computer Science *GPA: 3.74* — Feb 2015 - May 2020

Work Experience

Steel Partners Holdings — Hermosa Beach, CA
Help Desk Analyst — Aug 2020 - Present

- Working with O365 and Active Directory and Azure across 3 different tenants.
- Performing the onboarding and offboard process of all users. This includes remote session where user computers are set up according to company specifications.
- Working extensively with different software tools such as Dameware, SharePoint, Microsoft Teams to assist users and maintain database.
- Assisting with the migration of users from Active Directory to O365 cloud.
- Extensive use of the KACE ticketing system to respond to user requests and documenting procedures to minimize repetitive tasks.
- Working with users from different parts of the country. Scheduling remote sessions through calls/email exchange.

Downey Unified School District — Downey, CA
Computer/Network Support Technician — Mar 2020 - Aug 2020

- Assist teachers and students with computer/network related issues. Tasks involved using remote desktop to assist teachers and staff with updating their computer and troubleshooting issues.
- Set up teachers for remote desktop work by installing a VPN so they can work from home and have access to site specific software.
- Distributed devices for both teachers and staff. Implemented distribution system during COVID-19 pandemic.
- Repaired devices under the supervision of a Computer Network Support Technician. Referenced internet repair videos and manuals to restore devices to working order.
- Looked up and ordered parts to repair Windows and Apple devices.
- Created Excel sheets and documents to keep track of devices.
- Communicated efficiently with staff to repair ongoing issues.

Alameda Elementary — Downey, CA
Library Media Technician — Mar 2016 - Mar 2020

- Assisted students with using Library and Computer Lab.
- Provided story time for students from Kindergarten to 5th grade.
- Performed Apple iMac and iPad troubleshooting for both teachers and students.
- Created themes for the library during the holidays.
- Remodeled the computer lab to make classroom management easier for the teachers.
- Coordinated with district technology to expedite staff device repair.

Downey City Library — Downey, CA
Library Aide — Apr 2015 - Feb 2016

- Organized library books using the Dewey Decimal system.
- Provided assistance to library patrons.
- Maintained a level of discipline in the library.
- Processed new books for public use.
- Supervised computer lab. Assisted patrons with technology issues.

Target   Cerritos, CA
Flow Team Member   Mar 2011 - Jul 2015

- Unloaded freight trucks before store opened.

- Stacked and organized pallets to be brought out to sales floor in an assembly line.

- Restocked shelves with the appropriate products.

- Assisted customers with product needs.

- Performed backroom tasks to assure that products were stocked properly.

- Temporarily held Receiving dock position. Assured pallets were stowed in a safe manner.

- Trained in using pallet jack, motorized equipment for backroom use.

SKILLS

Programming Languages:	Java, C++, Python, Assembly, Visual Basic
Hardware Repair:	Desktop, Laptop, Mobile Devices, Hotspot Device, Printer, Copier
Software Proficiency:	Windows OS, Apple OS, Dameware by SolarWinds, O365 and Active Directory, Hyperion, Mi

AWARDS

Highest Honors   Cerritos College
Recognized for completing the Computer Science for Transfer and Associate in Science degrees with
Highest Honors.   May 2020