**Isak Baza**

IT Technician

Abila, Kronos

**SUMMARY OF QUALIFICATIONS/ACHIEVEMENTS**

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Tier One Technical Support and/or Help Desk role.  Works well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance.  In-depth knowledge and understanding of numerous software packages and operating systems.  Skilled in providing Customer and End-User Help Desk Support.  Easily identify and resolve technical issues and concerns.  Excellent communication and presentation capabilities.

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| Professional Experience |

GASTech – Kronos Information Technology Technician 2002-Present

* Managed deployment of custom in-house software solution for engineering department.
* Helped in the re-launching and redesigning of company's web site
* Responsible for implementation of programs and build databases that let the users to register unique names and passwords.
* Supported the implementation and management of multiple applications for back end and web site
* Web site updating and editing using several languages such as XML, HTML, and CSS

Pharma, Inc – Tethys Helpdesk Technician 2000-2002

* Provided computer help desk support via telephone communications with end-users.
* Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
* Provided field office support of hardware problems.

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| Education |

Bachelor of Science, Computer Science Tethys University, 2000

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| Professional Credentials |

* Certified hardware field technician
* MSCE – Microsoft Certified Systems Engineer
* Member – International Information Systems Management Consortium