

# LEONARDO GUZMAN

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Computer Engineer with proven technical abilities. Self-motivated and dependable. Proven skills in problem solving, professional relationship management, and organization. Proven ability to learn new policies, procedures and systems quickly.

## EMPLOYMENT HISTORY

### Chicago Public Schools, Chicago, IL

Technology Coordinator / Network Administrator, 11/2010 – 7/2017

- + Sole Technical Contact / Support within environment
- + Created articles, instructions and videos for teachers, staff and students on technologies used
- + Guided users on installation and troubleshooting of VPN connection to CPS network
- + Created and managed user accounts and groups in Active Directory
- + Installed and maintained macOS Authentication /File Server and Windows Server
- + Created and deployed images for Mac OSX and Windows PC's
- + Established and preserved user devices (PC, Mac, iPad, Chromebooks and Printers)
- + Created, led and implemented New Technology Plan Project to acquire new hardware/software resources and update network
- + Implemented and executed roll out of over 600 iPads, 160 Apple Computers and 100 Chromebooks
- + Tested new OS's and software releases to locate issues before mass deployment
- + Designed and Implemented Technology Curricula for Grades K-8th
- + Maintained inventory for all technology

### Smart Technology Services, Chicago, IL

Service Desk Engineer, 08/2008 – 11/2010

- + Provided Help Desk technical support
- + Part of selected individuals for Apple Macintosh Help Desk Team
- + Created and managed accounts and user groups within Active Directory
- + Guided users on installation and troubleshooting of VPN connection to network
- + Assisted clients with setup and troubleshooting of Microsoft Office Products
- + Troubleshoot and resolve hardware issues for Apple and PC Devices
- + Created Knowledge Base Articles for use by staff
- + Generated and resolve tickets with in-depth notation and constant follow-up for user issues within Peregrine Service Center
- + Ensured compliance for devices within network according to standards

### Comcast, Schaumburg, IL

Business Class Support Representative, 11/2007 – 08/2008

- + Peer Coach for new employees to assist in training in Comcast policy, procedures and systems
- + Cultivated exceptional client service along the ability to communicate technical information in basic terms
- + Guided businesses in troubleshooting computer hardware and software issues for Mac and PC's
- + Clearly documented all client interaction within CSG/ACSR
- + Received "Valedictorian Award" for Comcast initial training

## EDUCATION

### Flatiron School - New York, NY

- + Full Stack Web Development, Ruby on Rails and JavaScript online program
- + Recipient of Pi Day Scholarship

### Devry University - Chicago, IL

- + Coursework completed toward an AS in Network Systems Administration

## TECHNICAL SKILLS

Apple macOS Support | A+ Support | Network+ Support | Microsoft Windows and Server Support | Microsoft Office Support

## PROGRAMMING LANGUAGES AND FRAMEWORKS

Ruby | Rails | SQL | JavaScript | React | Bootstrap | HTML | CSS | JQuery | Sinatra