

Mario Antonio Viana Molina

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HIGHLIGHTS

Experienced and knowledgeable Information Technology Professional seeking a Help Desk support role. Works well independently, or in a group setting providing all facets of computer help desk support such as troubleshooting, installations, and maintenance. Self-starter with a strong 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. Very personable, a fast learner and strong work ethics.

Multilingual: English and Spanish

TECHNICAL SKILLS

1. Operating systems: All Windows, Linux, Unix , etc.
2. Languages: C++, Java, Unix.
3. Protocol Technologies: TCP/IP, HTTP, XML, GSM, etc.,
4. Component Technologies: COM/DCOM and Active-X.
5. Messaging & Workflow: MS Exchange, MS Outlook, etc.,
6. Others MS Office, Open Office, Android system, OSX, TeamViewer, etc.

PROFESSIONAL EXPERIENCE

Tax Preparation Services (Own Business), Concord. (2016 Tax Season)

Tax Preparer

Computer and Equipment Repair (Own Business), Concord, CA (01/2007 - Present)

Repair and Install computer (Software and Hardware), cellphones and tablets.

- Performed diagnostics and troubleshooting of equipment for final users.
- Large client base from referrals.

El Porteno I Restaurant, San Francisco, CA (07/2012 - Present)

Help Desk Technician

- Provide computer help desk support.

- Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
- Installation of networking equipment such as: routers, switches and bridges and all wiring infrastructure.

Oxgasa S.A, San Salvador, El Salvador (08/2002 – 10/2005)

Database Administrator

- Provided computer help desk support via telephone communications with end-users.
- Technical Support to stores around the country.
- Database administration
- Data backup Administrator for users.
- Website design team member Program: Dreamweaver, fireworks

Omnisport S.A, San Salvador, El Salvador (03/2000 – 07/2002)

Database Administrator

- Database Administrator
- Reconciling end of the month with accounting department.
- Training people at stores nationwide in how to use the company system.

EDUCATION

- Certified Tax Preparer HR Block Academy (2016)
- **Computer Science Technician** Computer Data Center (2001-2002)
- **Systems Engineering** Universidad Gavidia (2003-2005)

REFERENCES

- Victor Hugo Ormeno (650) 270-6729 El Porteno I Restaurant Manager
- Patricia E. Vigil (415) 378-9302 Venables, Bell and Partner
- Jesus H. Garcia Miranda (415-830-2415)