MELODY GONZALES

559- 361-6069 ▪ melrose312@gmail.com ▪ Porterville, CA 93257

PROFESSIONAL SUMMARY

Detail-oriented and organized with strong skills in IT support and communication. Skilled at managing schedules, coordinating meetings, and handling correspondence while maintaining confidentiality. Efficient at multitasking and prioritizing tasks to meet deadlines. Solid work ethic and methodical approach ensure consistent and accurate results in all tasks.

SKILLS

- Front-end skills: HTML, CSS
- Office 365 Knowledge
- Hardware Replacements
- Application Installation
- Client Communication
- Issue and Resolution Tracking
- Technical Documents Comprehension
- Analytical
- Results-oriented
- Microsoft Windows
- Software and Hardware Assistance
- Customer Technical Support
- Logging Support Tickets
- Training Material Development
- Data Entry
- Methodical

EXPERIENCE

IT CONSULTANT/ TIER 2 HELPDESK OACYS Technology
Porterville, CA   *November 2015 - August 2025*

- Provided technical support to customers via telephone and email, troubleshooting hardware and software issues

- Upgraded existing computer systems with new operating systems or software packages

- Assisted users with account setup and password resets in accordance with established procedures

- Created detailed documentation for all help desk activities, including problem descriptions, resolutions, and follow-up actions

- Interfaced directly with vendors when necessary in order to resolve any hardware or software issues encountered during installation or operation phases.

- Installed and configured computer systems, printers, scanners, and other peripheral devices

- Provided assistance with the installation of new applications according to company guidelines

- Resolved network connectivity problems through configuration changes or repairs of faulty hardware components

- Demonstrated excellent customer service skills, responding efficiently to customer inquiries and complaints

- Developed effective relationships with external vendors concerning procurement needs.

EDUCATION

HIGH SCHOOL DIPLOMA
Monache High School, Porterville, CA   *June 2009*

INFORMATION TECHNOLOGY
National American University, Rapid City, SD   US

Relevant Coursework

- Computer Ethics
- Database Design and Implementation
- IT Fundamentals and Best Practices
- Internet Security

- Introduction to Computer Security
- Web Application and Design
- Python Programming

CERTIFICATIONS

- TestOut PC Pro
- CompTIA A+

REFERENCES

Kyle Hansen — OACYS Technology
IT Consulting Services Manager Former Supervisor

(559) 789-7980
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Crystian Chavez — OACYS Technology
Field Service Manager Former Colleague

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Erica Trujillo — Lindsay Unified School District
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Jody Born — Porterville Unified School District
Network Technician Friend/Former Colleague

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