Neil Velasquez

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LINKS

Portfolio

PROFILE

Administrative Assistant with a unique blend of technical expertise and customer service experience. Possessed a high proficiency in IT equipment installation and DE-installation, website and software development, security management, and operating systems.

Demonstrated expertise in the OSI model, CIA triad, and AGILE methodology. Pursuing a degree in Information Technology at Western Governors University to further enhance my technical skills and knowledge.

Seeking an opportunity to contribute to a dynamic and growing organization by leveraging my skills and knowledge to support the achievement of organizational goals.

EMPLOYMENT HISTORY

Oct 2022 — Present

Server Service Support(Student Assistant), California Department Of Consumer Affairs
Sacramento, CA

- Accomplished IT professional with expertise in equipment installation, asset tracking, and customer support
- Contributed to successful installation and de-installation of servers and supporting documentation for accurate asset tracking and inventory management
- Verified equipment descriptions and procurement-related documents to maintain up-to-date records
- Actively audited Active Directory users and monitored the network for optimal system performance and security
- Provided exceptional customer support by triaging and prioritizing support tickets, resolving simple issues, and escalating complex issues to appropriate IT teams
- Collaborated with cross-functional IT teams to ensure timely resolution of complex technical issues, and followed up with customers to ensure their satisfaction with the resolution
- Attended unit or task-related meetings and training to stay up-to-date on emerging technologies and best practices in IT support.

Feb 2022 — Present

Security Officer , NTT Global Data Centers America
Sacramento, CA

- Ensured implementation and maintenance of 50+ security procedures daily
- Responded to 30+ requests from clients/vendors for technical/security assistance weekly
- Created monthly reports for badging/camera system to ensure maximum visibility
- Assisted in emergency situations as necessary
- Fulfilled client requirements for safety every day

Jan 2021 — Feb 2022

Developer , Garden Love Pro
Santa Clara, CA

- Designed, built, and maintained websites and software applications
- Used scripting or authoring languages, management tools, content creation tools, applications, and digital media
- Conferred with teams to resolve conflicts, prioritize needs, develop content criteria, or choose solutions
- Edited, wrote, or designed website content, and directed team members who produced content
- Maintained an understanding of the latest web applications and programming practices
- Identified problems uncovered by customer feedback and tested and corrected

Feb 2012 — Dec 2018

Supervisor , Imperial Parking LLC
Santa Clara, CA

- Provided leadership and guidance to a team of 20+ employees
- Assisted parking manager with scheduling, planning, and training
- Directed 1000+ customers with directions and details about special events and surrounding areas
- Ensured a positive experience for all customers and clients
- Directed traffic in parking lots containing 1000+ cars to maintain steady traffic flow and maximize space
- Maintained revenue security and effectively responded to customer inquiries, complaints, and accident investigations

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EDUCATION

Nov 2022 — Present

BS Information Technology , Western Governors University

HOBBIES

Mountain Biking, Snowboarding, Guitar,

COURSES

Feb 2022 — Jul 2022

Google IT support Specialist , Google