

Neil Velasquez, IT Technician

Santa Clara CA, (408) 500-7434, neilvelasquez23@gmail.com

PROFILE

Highly skilled and knowledgeable Administrative Assistant with a unique blend of technical expertise and customer service experience. Proficient in IT equipment installation of Layer 1 and Layer 2 devices, website and software development, security management, and operating systems. great understanding of the OSI model and CIA triad, AGILE methodology. Pursuing a degree in Information Technology at Western Governors University. Seeking an opportunity to contribute to a dynamic and growing organization by leveraging my skills and knowledge.

EMPLOYMENT HISTORY

Oct 2022 — Apr 2024

Server Service Support, California Department of Consumer Affairs

Sacramento CA

- Assisted with IT equipment installation for Layer 1 and Layer 2 devices and supporting documentation for asset tracking and inventory
- Verified equipment, equipment descriptions, and procurement-related documents
- assisted with termination of RJ45 connectors on cat 6 cables and fiber optic cables.
- Assisted in asset tracking software implementation as needed
- Attended unit or task-related meetings and training
- successfully imaged and configured 400 Laptops within 1 month
- Monitor and manage customer support requests through a ticketing system, ensuring timely and effective resolution of technical issues.
- Triage and prioritize support tickets based on urgency and impact, resolving simple issues and escalating complex issues to appropriate IT teams.
- Respond to customer inquiries in a timely and professional manner, providing clear and concise information about technical issues and their resolution.
- Collaborate with other IT teams to ensure the timely resolution of complex technical issues, including following up with customers to ensure their satisfaction with the resolution.
- Develop and maintain documentation related to support requests and technical issues, including troubleshooting guides and knowledge base articles.

Feb 2022 — Present

Security Officer, NTT Global Data Centers America

Santa Clara 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 2020 — Jun 2021

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

Jul 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

EDUCATION

Nov 2022 — Jul 2026

Information Technology, WESTERN GOVERNORS
UNIVERSITY

SKILLS

- | | |
|----------------------------|-----------------------------------|
| Scripting | Traffic Flow |
| Surveying | Active Directory |
| Scheduling | Troubleshooting (Problem Solving) |
| Management | Asset Tracking |
| Installation | Data Centers |
| Digital Media | Customer Service |
| Agile Software Development | Software Development |
| Information Technology | Customer Support |
| Triage | Network Monitoring |
| Planning | Leadership |
| Content Creation | Web Applications |

LANGUAGES

English