

Neil Velasquez

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LINKS

[Portfolio](#)

PROFILE

Highly skilled and knowledgeable Administrative Assistant with a unique blend of technical expertise and customer service experience. Proficient in IT equipment installation and DE-installation, 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 — Present

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

Sacramento, CA

- Assisted in IT equipment installation and DE-installation of servers and supporting documentation for asset tracking and inventory
- Verified equipment, equipment descriptions, and procurement-related documents
- Installed and de-installed equipment, including surveying equipment
- Assisted in asset tracking software implementation as needed
- Attended unit or task-related meetings and training
- Active Directory user audit and Network Monitoring
- 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

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

- 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

EDUCATION

HOBBIES

Mountain Biking, Snowboarding, Guitar,

COURSES

Feb 2022 — Jul 2022

Google IT support Specialist , Google