

# **Robert Paul Enriquez**

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## **Professional Summary**

Dedicated and resourceful IT Support Specialist with a comprehensive technical skill set spanning systems administration, networking, security, and end-user support. Adept in both macOS and Microsoft Windows environments, with hands-on experience in Linux system administration, Apple hardware repair, and scripting with PowerShell. Experienced with enterprise-level tools including Cisco Meraki, Wazuh SIEM, Google Admin Console, and SQL. Currently advancing knowledge with CCNA certification studies and leveraging a background in Security+ principles. Known for exceptional communication, time management, and a proactive, solution-driven approach to IT challenges. Equally comfortable managing infrastructure, supporting users, or diving deep into troubleshooting, with a passion for continuous learning and operational excellence.

- **Alpha Public Schools:** San Jose, CA

## **IT Support Specialist**

San Jose, CA

May 2023- Present

- Provide first-level technical support to over 500 staff and students daily, troubleshooting hardware, software, and network-related issues across ChromeOS, macOS, iPadOS, tvOS, and Windows platforms.
- Respond to service requests via Freshdesk ticketing system, logging, prioritizing, and resolving issues efficiently while maintaining clear and professional communication with end users.
- Create and manage user accounts for staff and students using Google Admin; provisioned and deprovisioned Chromebooks and administered cloud services across Google Workspace.
- Utilize Jamf MDM to remotely manage, configure, and deploy iPads, MacBooks, and Apple TVs across the school network.
- Support the maintenance and operation of VOIP phone systems and AV systems, ensuring optimal performance for communication and instructional delivery.
- Diagnose and repair computer hardware issues including screen, trackpad, NIC, and motherboard replacements.

- Utilization of content filter software and manage website access based on staff requests, maintaining a safe and productive digital learning environment.
- Demonstrate strong customer service skills and the ability to communicate technical information clearly to non-technical users via email, phone, and in-person support.
- Monitor trends and recurring issues, providing feedback and suggestions to improve Help Desk procedures and user support practices.
- Troubleshoot network issues via Meraki Dashboard
- **Golden State Assembly (GSA):** Morgan Hill, CA

**Lead IT Support Technician:** As a Tier 1 IT Support Technician, I provide excellent tech customer service and am very tentative to employees' needs. I work in a very fast paced environment where absolutely zero down time is crucial. I excel in remote support and in-person.

## Job Duties

- Manage a Mid-Size company's technical assets and support over 100 employees on a daily basis
- Installation and Maintenance of VoIP Phones
- Oversee Verizon account by ordering, disconnecting or upgrading devices (cell phones, desk phones & hotspots)
- Create Microsoft accounts for New Hires or current employees via Microsoft Admin Center
- Configure/Connect Office or Industrial Label Printers
- Submit Purchase orders to order materials for inventory such as, but not limited to; mice, keyboards, monitors, desktops, Laptops, Printers, Toner, RAM cards, Desk Phones/ Cell Phones, etc.
- Deploy/Transport Workstations for new hires or current employees
- Deploy Software needed for a new or existing workstation such as; Anydesk, Team Viewer, TightVNC, Adobe Acrobat, Google Chrome, Manex, Solid Works, etc.
- Support remote employees with their technical issues via Team Viewer, Anydesk, Tight VNC or through telephone.
- Repair or troubleshoot software/Hardware on a user's desktop, laptop or cell phone.
- Manage both locations I.T Inventory (Laptops, Cell Phones, Printers, Toner, Peripherals, etc.) and provide inventory reports to management.
- Speak with our equipment vendors (Label printers and industrial machines) to schedule maintenance or repairs as needed.
- Utilize Zoho Desk Ticketing System to complete service tickets.
- Provide training to team members on how to properly maintain (general cleanliness and updates) laptops and desktops.

- Raspberry Pi configuration and deployment
- Network Patch Panel Configuration
- Windows Powershell

June 2022-May 2023

- **MasTec Network Solutions:** Miami, FL ( Remote)
  - **Closeout Package Compiler:** Work closely with my Closeout Package team to compile supporting documents such as; Redlines, Construction Photos, etc. for Closeout Packages. Utilize Microsoft Excel for Bill Of Materials calculations and to input data into other trackers. Heavy use of Smartsheets to gather/collect information for sites assigned to me.

March 2022-June 2022

- **MasTec Network Solutions:** San Jose, CA
  - **Field Service Engineer:** Assist the Engineering Department in field and office needs. These tasks can vary from reviewing construction packets/permits, verifying that information is accurate and identical to other job site information that our client has in their databases (3GIS, CoFEE and Oracle), creating construction redlines on the permit packet (Fiber, Infrastructure and Restoration) with information gathered in the field via Adobe Acrobat, creating Site Trackers and Data Entry via Microsoft Excel and Smartsheets and Quality Check (QC) Construction Permits.

May 2021-March 2022

- **Supply Chain Coordinator:** Organize and maintain inventory, resolve Sub Contractor and In House inquiries. Forklift driving played a huge role in this position. Most days, I'd spend at least 4 hours loading crews, and the other few hours of my day was spent in my office inputting all the data from earlier in the day. Inputting data on Microsoft Excel of the materials our crews picked up, shipments of materials that were received all ran for transactions via Oracle Database.

August 2020-May 2021

- **The Home Depot:** San Jose, CA
- **Garden Associate:** Organize and Maintain inventory, resolve customer inquiries. Utilize forklift on a daily basis and other heavy equipment. Exceptional attention to detail when working on projects which required knowledge of carpentry, plumbing and gardening.

August 2018–August 2020

### **Education:**

- **Npower:** San Jose, CA

Npower is a non-profit IT Bootcamp for young adults and U.S Veterans that I attended for a few months. At Npower, I learned IT fundamentals and gained knowledge on hardware components, cabling, networking. Npower is also where I obtained my CompTia ITF+ certification.

January 2020–May 2020

- **Evergreen Valley College:** San Jose, CA

September 2018–December 2019

- **Mount Pleasant High School:** San Jose, CA

August 2014–May 2018

### **Languages:**

- Fluent English
- Fluent Spanish