**Ricardo A. Izarra**

Mississauga, ON, Canada

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1-647-688-4379

**Summary**

Results oriented with extensive experience in Software & Hardware Support. Knowledge of AC/DC Drivers, Cable Pulling, Canadian Electrical code, Conduit Installation, Drawings / Blueprints, Install Cable Tray Install Medium to High Voltage Systems Lighting, Wiring, Single & Multi- Conductor Cable. Knowledge of both PC and Mac hardware and software. (2 years), Experience with Cisco Switches, Routers, Wireless APs and PIX Firewalls, working with legacy MS Operating systems (NT 4.0 and Win9x), backup software and hardware, RIM Blackberry devices, A+, Network+ (1 year). Known as a self-starter, high achiever with positive communication, leadership and attitude. Easily builds relationships at all levels and works well in a multidisciplinary environment. Legally entitled to work in Canada.

**Highlights**

* More than 2 years of Software and Hardware Support.
* Reputation as an energetic high achiever who achieves multiple timelines in multiple projects simultaneously and quickly achieves a steep learning curve
* Known for building long term loyalties, personal integrity, and collaborative relationships with positive rapport
* Hard worker, analytical thinking
* Excellent in listening to customer needs, client service oriented, dealing with difficult situation abd creating solutions that provide value to the customer.
* Excellent communication skills. Ability to work alone and as part of a team, able to work under pressure.
* Thrives under pressure, innovative and dynamic problem solver, analytical mind, with a high capacity for synthesis and finding creative solutions.

**Professional Experience**

**Field Technician**

Diebold Nixdorf Sub-Contractor **Hamilton, ON, March 2019 - Current**

* Voayer Win10 project
* Clear Jams in after hours depositor
* Conduc Cleaning and basic maintenance
* Assist in simple and complex installations

**Field Services Technician**

Bell Technical Solutions **Toronto, ON December 2017 – March 2019**

* providing installation, maintenance, and repair services for business and residential customers
* Installation, maintenance, and repair of fiber and copper-based telecommunications equipment, products and services
* Provide an exceptional customer experience for our clients
* Troubleshoot complex telecommunications products and systems using a digital multimeter, Smartphone, and PC
* Work independently, and also assist other technicians while in the field
* Observe and follow all company Health and Safety rules and policies
* Inform customers of work that will be done
* Learn and understand new products and services
* Act as an ambassador by professionally representing the Bell brand

**Network Technician**

FiberStream **Toronto, ON June – November 2017**

* Installing internet routers, cable pulling configure and mounting switches. CAT 3/56 Termination.
* Support customers, diagnosing user issues regarding the WI-FI access. Escalate customer question if needed.

**Network Technician - Support**

Global Petroleum Services, CA **Venezuela August 2015 to December 2015**

* Planning and installation, configuration, testing of networks, set-up of computer, router, cable, networking, alarms, and Internet.
* Installation new computers, upgrading and installing new software.
* Responsible provide superior customer service, activation of services, got over contract, troubleshooting and correction of service problems.

**Seasonal Worker**

Rona / Costco **Calgary, AB Feb 2015 to July 2015**

* Follows merchandising standards and practices. Aligns product, collects and returns stray items, stocks to maintain high product levels.
* Creates computer-generated signs. Observes and ensures correct product signage.
* Provides prompt and courteous member service.
* Handle inventory as required for loading or unloading, as required on invoices.
* Comply with policies and procedures regarding loss prevention, breakage of goods and health and safety.

**Network Technician - Support**

Global Petroleum Services, CA **Venezuela January 2013 to May 2013**

* Planning and installation, configuration, testing of networks, set-up of computer, router, cable, networking, alarms, and Internet.
* Installation new computers, upgrading and installing new software.
* Responsible provide superior customer service, activation of services, got over contract, troubleshooting and correction of service problems.
* Finalizing the customer payments (interact machine)

**Software & Hardware Support**

Cyber Take-Off (Proyectos ITW C.A) **Venezuela December 2006 to September 2007**

* Installations, configuration software new’s computers.
* Upgrading and installing new software.
* Answering customer’s questions, and provided information on procedures.

## Education

* **Network Technician**

Trios College - Mississauga, ON 2016-2017

* **Certificacion in CCNA - Switching and Routing and Internet Security**

Cisco – On-line (Work at Home) 2015 to 2016

* **Diploma Electrician Apprentice in Electrician Apprentice**

SAIT Polytechnic - Calgary, AB 2014

* **Certify Forklift Operator in Forklift Operator**

Western Canada Fire & First Aid Inc - Edmonton, AB 2013

* **High School Diploma**

Archbishop Jordan Catholic High School 2011

* **Music Production**

Berklee College of Music - Boston, MA 2010

## ADDITIONAL INFORMATION

* Legally entitled to work in Canada.
* Hard worker, dynamic customer service experienced, Certify Forklift Operator, Valid Class.
* Fluent in English and Spanish.
* Soccer outdoor and indoor player.
* Electric Guitar player.