

NAME

Email:

Physical address:

Town :

TECHNICAL ENGINEER

Recently graduate with A.S. Degree and Certificate in Microcomputer Technician and dedicated IT Professional with five years plus experience in providing technical support and customer service.

CERTIFICATIONS

CCNA R&S, MCITP: Win7 - Enterprise DST, MCTS: Win 7 and 8, Config, CompTIA Network+, and CompTIA A+, Apple Cert. Support Pro.10.8, ITILv.3: Foundation Certifications

TECHNICAL EXPERIENCE

Operating System	MS Windows, Apple OS X, Linux and Cisco IOS
Software/Others	MS Office Suite, Adobe CS Suite, Active Directory Domain Service, MS Exchange Server, Citrix, Boot Camp, Parallels Desktop, VMware Workstation and Fusion, Avenail VPN Client, Cisco AnyConnect, Juniper Network Connect, McAfee Anti-Virus, Symantec Endpoint Protection, Bart's Boot CD, Carbon Copy Cloner, JAMF Casper Suite, Symantec Ghost, Dameware, Remote Desktop, VNC, MS Communicator, Web Browser, Wireshark
Ticketing System	BMC Service Desk, Service Now, and Manage Engine Service Desk Plus
Hardware/Peripherals	HP, Dell, Lenovo, Apple, Network Switch, KVM Switch, Wacom, and HP MFP
Networking	TCP/IP, DNS, DHCP, Wireless, Cabling, OSI Model, SSH, DNS, NAT, WINS, IMAP, SMTP, TELNET, FTP, <i>RIP, OSPF, EIGRP, VTP, VLAN</i> , VPN, etc.
Mobile/Portable	Blackberry, iPhone, iPad, and Android Phone

Devices

WORK EXPERIENCE

Fulltime Student

02/2014 – 6/2016

Los Angeles Trade-Technical College

- Hands-on lab simulation training in Cisco Routing and Switching, Security, Fiber Optics Media and Copper Cabling.
- Teacher Assistant.

Independent Contractor

06/2012 – 11/2013

- Provide technical support for referrals in MS Windows and Apple OS X.
- Provide a disaster data recovery, create images backups, virus removal, hardware (replacement and upgrade), and peripherals repair
- Maintain and a detailed documentation of technical process, develop knowledge base tutorials for solutions and configuration (hardware and software) for the clients and explained in non-technical way.

Volt Technical Resources

08/2011 – 05/2012

End-User Specialist II - Glendale, CA

Walt Disney Parks and Resort Online

Spherion Staffing

03/2011 – 08/2011

Sr. Service Desk Operator I - Los Angeles, CA

Comcast Entertainment Group

Milestone Technologies, Inc.

11/2010 – 01/2011

Desktop Support Specialist I - West Hollywood and Playa Vista, CA

Activision and Electronics Arts

Turner Techtronics, Inc.

11/2007 – 07/2010

Desktop Support Analyst II - North Hollywood and Burbank, CA

Disney Interactive Media Group

Responsibilities in the above posts:

- Provide a day to day IT Desktop Support of a multi-site mixed OS environment, Mac and PC.
- Provide technical support via desk-side and remote access through utilizing Microsoft RDP and DameWare remote access software
- Perform user level of network administrator on daily basis
- Perform routine computer operation tasks including break fix, refresh, upgrade desktop, laptops, troubleshooting hardware, network printers, software problems for users, and troubleshooting network issues.
- Research, evaluate, maintain, build, install, configure, and upgrade hardware for use on client machines, desktop, laptops, printers (local and network), scanners, copiers and peripherals.
- Perform, install, and troubleshooting vendors critical and security patches and updates including firmware updates.
- Imaging and Deployment of up to date Windows 7 Images on various hardware platforms (Desktops and Laptops for deployment) including virtual OS for Mac.
- Ability to prioritize performs, troubleshoots, and resolves issues in productivity applications but not limited to MS Office application (including Outlook/OWA.)

- Perform spyware and virus removal, data recovery, and data backups from the infected systems.
- Analyze, troubleshoot, and resolve computer issues
- Provide technical support over the phone in setting up the BlackBerry, iPhone, and Android devices.
- Provide administrator support for MS Exchange.
- Utilize Service Now and Manage Engine Service Desk Plus ticketing system to manage trouble ticket queue.
- Perform track, close or generated trouble support tickets for the end user or all IT related issues.
- Oversees loaner laptops, ensures correct software is installed, and logs laptops in and out.
- Perform, troubleshoot, and resolve issues such as activation, email setup, email is not synching or calendar issues with handheld devices
- Train, setup, and troubleshoot AV equipment and Polycom VTC for the end-user.
- Reported decommissioned equipment with a spreadsheet to ensure off lease machines was properly disposed.
- Maintain and documented a detailed documentation of technical process, develop knowledge base tutorials for solutions and configuration (hardware and software) of the assigned tasks.
- Self-starter who can work both independently and in a team environment.
- Always maintain an excellent customer service to the clients to assure highest-level of quality satisfaction.

PROJECTS

- Provide migration of data and Win XP in Paramount Studio.
- Provide technical support in Academy Awards 2009.
- Provide technical support in upgrading and configuring hardware and software in Warner Bros.
- Coordinate with team members in relocation of workstation in DreamWorks Studio.
- Utilize BMC Remedy ticketing system to manage trouble ticket queue.
- Develop documentation and update the IT Assets databases to ensure the clarity and accuracy of work.
- Maintain and documented of the IT Asset Database to ensure the clarity and accuracy of work.
- Always do a hyper care to ensure the smooth transition.

Wells Fargo

04/2005 – 11/2007

Operation Clerk II and Technical Support - Los Angeles, CA

- Serve as an IT Support in maintaining and troubleshooting the hardware software and peripherals.
- Train and supervise 4-5 team-members to process a data entry task in high-volume, fast-paced, deadline driven production environment.
- Perform general clerical tasks that required research, problem solving skills and proficiency in 10-key.
- Always ensure the highest level of performance and accuracy of work in deadline driven production environment.

EDUCATION

Los Angeles Trade-Technical College - Los Angeles, CA

- Associate of Science Degree and Certificate, Microcomputer Technician, 2016
- Certificates and Letters of Completion – CCNA Routing and Switching, CCNA Security,

- and I.T Essentials, 2015
- Certified Fiber Optic Technician and Copper Cabling Specialist, 2014

Institute of Computer Technology College - Los Angeles, CA

- Associate of Arts Degree, Computer Science, 2006

AWARDS

- Certificate of Excellence and Gold Coin Award – Wells Fargo, 2006-2007