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## Experience

### **National Healthcare Brand**

Certified Pharmacy Technician, August 2012-July 2014

- Receive, enter, and process prescriptions through the computer system
- Resolve any exceptions with the insurance company, either through computer or through a phone call
- Take inventory of medications in stock, calculate fastest moving medications, order medications daily as needed
- Promote sales of store brand over-the-counter medications
- Employee of the Month 3 separate months

### **National Electronics Store**

Service Technician, October 2015 – November 2016

- Check in desktops and laptops for diagnostics in the Service Request Order System
- Print out quotes for services in Point-of-Service System
- Update diagnostics done on computers in the SRO system
- Repair/replace failing hardware in desktops and laptops
- Perform various computer services, including cloning, reinstalling operating systems, virus removal, physical cleaning of systems, etc.
- Manage paperwork and stay in contact with customers regarding updates to diagnostics and repairs

- Received commendations from the company for excellent customer service

## **National Bank**

- Local IT Support Technician, November 2016 – May 2019
  - Troubleshoot various hardware/software issues, including installations, nonrunning programs, error codes, etc
  - Image and prep Desktops and Laptops for new hires and current users
  - Work in Active directory to register machines into the domain, and remove if needed
  - Troubleshoot networking issues, whether LAN connection or Wireless
  - Usage of Service Management Queue for troubleshooting tickets and change orders

## **Small MSP**

- Tier 1 Service Desk Technician, January 2021 – January 2022
  - Troubleshoot various hardware/software issues on user computers.
  - Troubleshoot printer connectivity and functionality
  - Work in Active Directory and Azure Active Directory for user creation/lockouts, device management, and group management.
  - Troubleshoot network issues, such as connectivity, ISP outages, and network equipment issues
  - Document any found fixes in ITGlue documentation

Tier 2 Service Desk Technician, January 2022- February 2024

- Advanced Network troubleshooting
  - o Port configuration and switch troubleshooting
  - o Firewall troubleshooting (mainly FortiGate)
  - o Cable/Fiber troubleshooting with Fluke
- Conditional Access configuration in Azure AD
  - o Set up Geofencing through conditional access
  - o Set MFA requirements for enhancing security
- Troubleshoot Remote Gateway connections
  - o Apply certificate updates to maintain secure connections
  - o Update application and re-deploy on Remote Gateway

Service Desk Team Lead, February 2024 – Current

- Disseminate information from upper management
- Maintain team efficiency and escalations as needed
- Provide input during steering meetings to increase communication between teams and departments
- Assist with Policy creation to increase workflow and communication
- Dispatch and manage team member schedules to ensure coverage
- Assist Service Manager with maintaining KPIs and other metrics.

## **Certifications**

CompTIA A+ Certified for basic computer repair

## **Skill Set**

- Fluent in Mandarin Chinese

- Comfortable using the computer
- Experienced with Microsoft Word and Excel
- Knowledgeable in troubleshooting hardware/software failures
- 365 Exchange Admin Center
- 365 Office Suite
- 365 Teams Admin Center Management
- 365 SharePoint Admin Center
- ConnectWise Manage
- ConnectWise Automate
- Active Directory management

## **School**

- William P Clements High School (2006)
  - High School Diploma
- University of San Antonio (2007-2010)
  - Studied for Bachelor's in Biology