

IT CONSULTANT

Professional Summary

Highly qualified Electronics Engineering Technician with training and experience in electrical and mechanical systems. Demonstrated ability to read schematic diagrams and use appropriate test equipment to troubleshoot equipment and manufactured products. Excellent at contributing to team and project success by sharing acquired knowledge and using strong interpersonal communication skills to encourage high-level performance. Proficient in installing, maintaining, calibrating, configuring and troubleshooting. A stellar work ethic with the ability to excel in a fast-paced environment.

Skills

- Preventive and reparative maintenance
- Troubleshooting
- Mechanical systems
- Testing
- Soldering and wiring
- Installation
- Hardware diagnostics
- Time management
- Cost estimation
- Operation system software
- Microsoft Office
- Project Management
- Staff management
- Advanced critical thinking
- Technical support

Work History

IT Consultant , 04/2016 to Current

Company Name " City , State

- Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.
- Coordinated with Owner to evaluate and improve software and hardware interfaces.
- Documented all software development methodologies in technical manuals to be used by company employees in future projects.
- Inspected equipment and assessed functionality and optimized controls.
- Supported Chief Operating Officer with daily operational functions.
- Adjusted software parameters to boost performance and incorporate new features for meeting customer needs.
- Responded to customer requests via telephone and email and effectively answered questions and inquiries.

Master Technician , 11/2017 to 03/2019

Company Name " City , State

- Perform Maintenance and Operating System Checks on Mac and PC Platforms.
- Track each repair service performed by maintaining accurate and detailed records using Lightspeed POS System.
- Effect repairs to assigned equipment by following established Electrostatic Discharge (ESD) and safety standards and procedures while conducting quality assurance checks on electronic devices.
- Services customer product, including receiving/shipping of devices.
- Protect company equipment by utilizing proper testing and repair procedures.
- Maintain software by installing, configuring and troubleshooting various applications.
- Maintain and Diagnose component level repair of various generations of Cellular Devices, Tablets, Mac Computers, Video Game Consoles, PC's, Laptops, and other related peripheral equipment.
- Tested various types of Cellular Devices, Tablets, Mac Computers, Video Game Consoles, PC's, Laptops and other related peripheral equipment using microscopes, oscilloscopes, multi-meters, voltage calibrators, spectrum analyzers and other laboratory instruments.
- Supported technicians in equipment maintenance and repair.
- Requisitioned new supplies and equipment.
- Performed acceptance testing and measurements on electronic components and assemblies to verify system compliance.
- Reviewed and interpreted technical documents, including service manuals, specifications, wiring diagrams and blueprints.
- Used diagnostic and testing processes in collaboration with technicians to identify, define and solve development issues.
- Monitored installation and operations to consistently meet rigorous customer requirements.
- Coordinated with vendors to identify and procure appropriate equipment necessary for the project.
- Monitored the manufacture of electrical devices and operations to ensure compliance with safety protocols.
- Initiated a project management knowledge study and subsequently standardized project management practices.
- Continually improved methods and procedures for processes, measurement, documenting and work flow techniques.
- Set up PC and Apple desktops and laptops and all types of mobile devices.
- Trained and supported end-users with software, hardware and network standards and use processes.
- Provided Tier 1 IT support to non-technical internal users personnel through desk side support services.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Remained up-to-date on latest technologies and solutions applicable to company products in order to provide best support to end-users.
- Evaluated and responded to incoming sales leads and requests for technical support assistance.
- Built and provided basic end-user troubleshooting and desktop support on Windows and Mac systems.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Provided excellent customer service through communication and interpersonal skills.
- Exercised creativity and flexibility to respond quickly and positively to shifting demands, tight deadlines and simultaneous handling of multiple detailed tasks.

General Manager , 07/2011 to 11/2017

Company Name

- To manage operations of a Papa John's.
- Responsible for overall operations of the restaurant, which include overseeing the staff, monitoring inventory, purchasing equipment and supplies, and ensuring quality customer service and compliance with all food and beverage regulations.
- Trains, hires, and schedules other employees.
- Requires a high school diploma or its equivalent and 4-6 years of related experience.
- Familiar with a variety of the field's concepts, practices, and procedures.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks.
- Leads and directs the work of others.
- A wide degree of creativity and spontaneity is expected.
- Typically reports to top management (District Operator).

Education

Bachelor of Business Administration (B.B.A : Business Administration and Management, General University of Mary Hardin-Baylor - City , State

Bachelor of Business Administration (B.B.A : Business Administration and Management University of Houston - City , State

Certifications

Technical Support Fundamentals

Skills

- Preventive and reparative maintenance
- Troubleshooting
- Mechanical systems
- Testing
- Soldering and wiring
- Installation
- Hardware diagnostics
- Time management
- Cost estimation
- Power systems
- Operation system software
- Microsoft PowerPoint
- Project Management
- Staff management
- Advanced critical thinking
- Technical support

Work History

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- Services customer product, including receiving/shipping of devices.
- Protect company equipment by utilizing proper testing and repair procedures.
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