**Information Technology / AWS Cloud Architect Associate / Junior level**

**Location:**

[San Jose, CA](https://www.postjobfree.com/l/San-Jose%2C-CA/resumes)

**Salary:**

Negotiable

**Posted:**

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Carlos Leyva

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EXPERIENCE

Computer Electronic Technician February 2022 to Present

Bay Area Rapid Transit

●Repairing, troubleshooting, and installation of Windows desktop machines, SORS, ICSR, NSMUX, throughout all of the Bay Area Rapid Transit stations and administration facilities.

●Supported the Computer Group department during destination sign installations and repair.

Desktop Support Analyst January 2022 to February 2022

Chevron - Richmond, CA

●Distribution, troubleshooting, and reimaged workstations to all Chevron refinery laboratories.

●Designated lab desktop to end users at hazardous chemical testing facilities and followed all PPE safety guidelines.

Information Technology Consultant / Desktop & Network Support October 2021 to December 2021

Paul Weiss - San Francisco, CA

●Provided Desktop Support for all Partners, Associates, and Paralegals.

●Troubleshooting TCP/IP connectivity via Wireless & Ethernet and configuring cell phones, laptops, and tablets.

●Assisted Network Engineers with network hardware installation in IDF closet; RJ45 from Cisco 48 port switches to patch panels, Cisco VoIP phones and Local Area Network drops.

●Provisioned and administering Paul Weiss user client software using Blackberry UEM to mobile devices.

Information System Technician II / Network Infrastructure Security Unit February 2016 to October 2021 Alameda County Sheriff’s Office - Oakland, CA

●Acts as system administrator and monitors the operation of the assigned data processing system.

●Installs, upgrades, troubleshoots, and configures mini and microcomputer systems and related peripherals including network hardware and software, printers, disk drives, keyboards, and monitors.

●Resolves employee issues and provides solutions and answers questions regarding hardware/software.

●Performs regular maintenance to system hardware; backups, maintains, and restores system; maintains appropriate records and files.

●Deploys and re-images using Acronis software and configures desktop networks per VLAN specifications.

●Facilitates Department of Justice (DOJ) TARF paperwork for California Law Enforcement Telecommunication System (CLETS) usage and installs mnemonics to terminals throughout LAWNET network.

●Audited users requesting criminal history permissions, access, and DOJ/CLETS information on a regular basis.

●Educated and trained staff on the proper use of information technology systems.

Asset Management Technician / Logistics Analyst January 2007 to February 2016

Chevron Corporation / Compucom - San Ramon, CA

●Collected and interpreted various types of logistics data including availability of product, reliability of transport and delivery, and other data related to product supply chain management, sourcing, and distribution.

●Maintained 300-500 laptops and desktops throughout facilities with current software and reimaged up to date software.

●Shipped and received corporate hardware Dead on Arrival/Returned Merchandise Authorizations for servers, printers, laptops, and desktops nationwide.

●Installed physical Cisco Voice over Internet Protocol (VoIP) phones throughout all of Chevron Headquarters.

●Tested server hardware parts and blade servers from Proliant Hewlett Packard.

●Deployed hardware to users, installed desktops including monitor connections, and peripherals.

●Maintained extensive inventory of 2,000 parts for several warehouses; Responsible for replenishment of parts and worked with other vendors to ensure supply.

Network Technician (Contract) October 2006 to December 2006

MegaPath Networks, Inc. - Pleasanton, CA

●Supervised, maintained, repaired, and resolved Local Area Networks (LAN) and Wide Area Networks (WAN) equipment issues.

●Monitored day to day operations of all Digital Subscriber and T1 lines to ensure synchronization to the Central Office.

●Created mail domains and implemented static/DHCP IP addresses.

●Scrutinized router logs to troubleshoot unstable/bouncing margin connection and ensure smooth-running computer networks.

●Contacted field technicians to fix connectivity by performing circuit MLT and loop testing.

Quality Assurance Analyst March 2004 to October 2006

DQ Technology, Inc. - Pleasanton, CA

●Executed and evaluated manual or automated modem performance and reported results to the Chief Executive Officer and other staff.

●Worked closely with product owners, developers and project managers to define and prioritize testing requirements.

●Participated in software design discussions, reviews, and test strategy sessions with clients.

●Coordinated with clients to ensure required test platforms are available.

EDUCATION

Heald College School of Technology – Hayward, CA

●Associate of Applied Science in Computer Technology April 2001

●Associate of Applied Science in Network Technology February 2002

SKILLS

●Excellent attention to detail and ability to stay organized while working in a fast-paced environment.

●Collaborates well with IT professionals, Management, and other staff to complete special projects and implement effective systems for the Organization.

●Effectively communicates in a professional manner and provides excellent support to all individuals.

●Proficient in troubleshooting and fixing software Microsoft Office 365 issues, desktops, laptops, server hardware, networks, VPN/WAN/LAN connections, Wi-Fi, and ports.

●Vast experience in remote access to desktops/tablets via SFTP, TELNET, HTTP, RDP, Dame Ware, TeamViewer, and Microsoft Teams.

●Versed in administering Microsoft Office 365 User accounts with active directory and technical assistance such as password resets, creating, updating, disabling, enabling, and adding group membership

●Fluent in Spanish, verbal and written.

CERTIFICATES AND TRAINING

●Essentials of Community Cybersecurity Texas A&M Engineering Extension in Cooperation with FEMA

●California Law Enforcement Telecommunications System (CLETS) training by Department of Justice

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