

OSCAR SOLIS

Cell: (949) 842-3049 | Email: jobs.oscarsolis@gmail.com

WORK EXPERIENCE

Company: Signature Aviation / BBA Aviation

Position: Service Desk Technician | Information Technology | *Remote*

Date: January 2022 - Present

- Offered high-level technical support and assistance to employees in resolving time-sensitive IT incidents efficiently, ensuring minimal disruption to daily operations.
- Provided first-level telephone, email, and web support for computer systems, software, hardware, and telecommunication systems, demonstrating expertise in troubleshooting and problem-solving.
- Installed software using SCCM application packages, ensuring streamlined deployment and adherence to company standards.
- Ensured streamlined deployment and adherence to company standards by installing software using SCCM application packages, while actively monitoring and reporting emerging incident trends to management for proactive solutions and continuous improvement of IT support services.

Company: OnePlusElectric

Position: Web Developer | Mission Viejo, CA

Date: August 2021 - December 2021

- Orchestrated seamless communication channels between the business and consumers, resulting in a remarkable 40% increase in profits.
- Collaborated with the company to enhance SEO rankings and bolster social media presence, effectively expanding the customer base.
- Worked closely with the CEO to ensure the delivery of end products that consistently exceeded client expectations, fostering complete satisfaction.
- Leveraged WordPress as a web interface on both the client-side backend and consumer front end, optimizing conversion rates and user experience.

Company: GeekSquad

Position: Advanced Repair Agent | Mission Viejo, CA

Date: November 2019 - December 2021

- Certified iOS and Apple device technician skilled in troubleshooting and diagnosing technology issues using specialized software.
- Collaborated with team members to accurately document customer requests and repairs, ensuring consistent communication and follow-up.
- Performed repairs on iPhone screens, replaced batteries, and strictly adhered to official Apple Standard Operating Procedures (SOP) for every task.
- Demonstrated expertise in providing solution-based recommendations, resulting in positive customer experiences and fostering lasting relationships.

Company: BeLiteWeight

Position: Senior Computer Specialist | Irvine, CA | *Hybrid*

Date: February 2019 - November 2019

- Implemented and configured computer systems, prioritizing reliability and maximizing performance to achieve optimal capacity.
- Transferred Windows desktop computers to a Ubuntu Linux-based environment, enhancing system capabilities and expanding functionality.
- Generated daily Microsoft Excel reports presenting comprehensive system performance metrics through visually appealing data analytics.
- Streamlined workflow and enhanced efficiency by automating diverse tasks using Python 3, Powershell command line, and scripts.

EDUCATION

University of Texas at El Paso

El Paso, TX

Bachelor's degree in Computer Science

Saddleback College

Mission Viejo, CA

Associates Degree for University Transfer - Computer Science

CERTIFICATIONS/LICENSES

Apple Certified Technician

November 2019

Fully certified Apple and iOS device technician

SKILLS

Bilingual - Spanish and English

Other Skills: Operating Systems, Technical Troubleshooting, Ubuntu, Windows, iOS, Customer Service, Network Basics, Active Directory, ITIL Framework, Documentation and Reporting, Time Management and Prioritization, Help Desk Operations