Juan Rodriguez

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Experienced IT help desk support representative with strong background in the installation and maintenance of software and hardware. Trained to deliver an exceptional level of customer service in IT support. Ready to take four-plus years in the field to repair, modify, install, and advise in the management of software and hardware.
• Outstanding background in the field of troubleshooting simple and intricate tech applications.
• Familiar with procedures for IT assistance in LANs, routers, connectivity of remote desktop servers, TCP/IP networking, and more.
• Data center installments of wires, switches, and routers.
• Prepared to work on weekend, rotational, and night shifts.

Work Experience

Telecommunications Technician II
VTG Defense - Philadelphia, PA
January 2023 to Present

• Communication system analysis
• Troubleshooting, and repairs skills
• Knowledge of the theories and techniques involved in the implementation and maintenance of private and public telecommunications networks
• Telecommunications equipment operation and use

Hardware/Software Technician
USA Army Reserves
August 2014 to Present

• Used SolarWinds for monitoring/troubleshooting network environment issues.
• Monitor business applications via remote desktop.
• Work with end users, resolving their software and hardware issues in efficient manners.
• Pool resources with technical personnel to accomplish system implementations.
• Assisted with administration of multiple (LAN) networks.
• Provided technical guidance to enlisted personnel, as well as officers in charge.
• Monitored network performance.

Hardware/Software Technician
Digacore consulting - Lakewood, NJ
January 2022 to January 2023

Job Skills performed:
1. Imaging devices
2. Azure and domain joining
3. Working on a ticket system
4. Familiarity with running scripts threw ConnectWise

Hardware Technician
BFC Solutions - Detroit, MI
July 2020 to July 2021

- Ensure Hardware maintenance is performed daily.
- Set up a safe access point to perform change of internals on HVAC units.
- Clean and replace filters on HVAC units.
- Traveled around country to performed Duties.

Hardware/Software Technician
Detroit Energy (DTE) - Detroit, MI
November 2017 to November 2019

- Manage customer issues and requests by creating, tracking and documenting technical solutions.
- Monitored Network using SolarWinds.
- Used ServiceNow as ticketing system for customer issues.
- Interacted with customer and helped solve issues within environment.

Education

Highschool Diploma
Fayetteville Technical Community College

Skills

- Problem Diagnosis
- Complaint Handling for hardware and software
- Hardware Configurations
- Team Collaboration
- Project planning
- Phone & Online Support
- User Training/Support and implantation
- Troubleshooting
- Hardware Installation of routers and switches
- LAN Connectivity
- Azure

Military Service

Branch: United States Army
Service Country: United States
Rank: Specialist
August 2014 to August 2022

Certifications and Licenses

Security clearance
August 2014 to August 2028