

OSCAR SOLIS

Service Desk Technician - Remote

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PROFESSIONAL SUMMARY

Experienced service desk technician with a proven track record of providing high-level technical support and resolving time-sensitive IT incidents. Skilled in troubleshooting and problem-solving, with a focus on minimizing disruptions to daily operations. Effective communicator and trainer, adept at facilitating comprehensive training sessions to equip new hires with the necessary knowledge and skills for handling customer inquiries and technical issues.

WORK EXPERIENCE

Company: Signature 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.
- Facilitated comprehensive training sessions for newly hired individuals joining the service desk, equipping them with the necessary knowledge and skills to effectively handle customer inquiries and technical issues.
- 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: GeekSquad

Position: Advanced Repair Agent | Mission Viejo, CA

Date: November 2019 - December 2021

- Certified iOS and Apple device technician skilled in troubleshooting, diagnosing, and resolving technology issues using specialized software.
- Proficient in PC and Mac troubleshooting, including the removal of spyware, malware, trojans, and viruses, as well as formatting.
- Experienced in initial setup, recovery disc creation, anti-virus installation, and new Windows updates along with hardware replacement, including RAM, video cards, motherboards, and more.
- Extensive knowledge of computer hardware and software, enabling effective troubleshooting, repair, upgrade, and diagnostic tasks.

Company: BeLiteWeight

Position: Desktop Support Technician | Irvine, CA | *Hybrid*

Date: February 2018 - November 2019

- Implemented and configured computer systems, including transitioning Windows desktop computers to a Ubuntu Linux-based environment, to optimize reliability, performance, and functionality.
- Generated visually appealing daily Microsoft Excel reports presenting comprehensive system performance metrics through 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

Google Career Certificate in Cybersecurity - July 2023

Linux | Python Programming | Security Information and Event Management (SIEM) tools | Intrusion Detection Systems (IDS) | SQL

SKILLS

Bilingual: Spanish and English

Programming Languages: Python, Java, C++, HTML / CSS

Software: Visual Studio Code, Microsoft 365, ServiceNow, TeamViewer, ZScaler, Global Protect, Pycharm, Microsoft SCCM

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