

Israel Sanchez

Knowledgeable and thorough Information Technology Software Support Specialist with superior attention to detail. In addition to my professional skills, I also bring honesty, loyalty, strong work ethic and a positive attitude.

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 Keizer, OR

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WORK EXPERIENCE

IT Software Support Specialist

City of Woodburn

August 2017 - Present

- Provide IT support to internal employees and outside agencies remotely and on-site
- Diagnose and resolve hardware and software issues on users workstations and on servers
- Analyze existing software to improve or replace
- Act as liaison between software end-users and Information Technology staff
- Act as Project Lead during software upgrades gathering vendor information and communicating with project stakeholders

Technical Coordinator

Dealership Performance 360 CRM

October 2016 - February 2018

- Provide Technical Support and training
- Diagnose and resolve software issues remotely
- Create and maintain internal Wiki for employees and clients
- Attending integration meeting with vendors to gather technical details for development team
- Manage and QA development projects and workflow
- Point-of-contact for VIP clients

EDUCATION

Associate of Applied Science, Website Development and Design

Portland Community College

January 2009 - June 2012

Associate of General Studies

Portland Community College

January 2009 - June 2012

TECHNICAL SKILLS

Hardware

Assembly, Maintenance, Printers, Drivers, Troubleshooting, Configuring

Software

Installation, Debugging, Microsoft Office, Adobe Suite, RSAT, Trello, SolarWinds, DameWare, CISCO Unity, Symantec

Operating Systems

Windows XP - 10, macOS, Android OS, iOS

Security

Virus Protection, Maintenance, Barracuda, web filtering, Spam filtering, GPO

Programming Languages

PHP, Javascript, JQuery, Powershell, SQL

GENERAL SKILLS

Communication

Problem Solving

Documentation

Time-Management

Self-Motivated

Eager to Learn

REFERENCES

Vic Parker

Manager - Contact Info Upon Request

Brian Platz

Professional Associate - Contact Info Upon Request

Jeremy Stephenson

Co-Worker - Contact Info Upon Request

Dan Haun

Family Friend - Contact Info Upon Request