

James Benitez

Data Center Operations Technician

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 Bend, OR 97701

STRENGTHS

-  **Technical Expertise**  
Combines thorough understanding of hardware and networking with practical troubleshooting skills, often becoming the go-to person for complex issues.
-  **Process Improvement**  
Proactively identifies inefficiencies and implements solutions to enhance productivity and streamline workflows effectively.
-  **Team Collaboration**  
Builds strong partnerships with peers and leadership, fostering a positive team environment where ideas are shared and innovation is celebrated.
-  **Training and Development**  
Dedicated mentor, providing guidance and support to new staff, ultimately nurturing their growth and development within the organization.
-  **Customer Focused**  
Exhibits genuine care for clients' needs, fostering long-lasting relationships rooted in trust and quality service.

SKILLS

- Hardware Troubleshooting
- Network Configuration
- Process Improvement
- Team Collaboration
- Documentation and Training
- Hardware Diagnostics
- Network Troubleshooting
- Server Installations
- Operational Support
- Cross-Functional Collaboration
- Safety Compliance

SUMMARY

Dedicated Data Center Operations Technician with over 2 years of experience in hardware diagnostics and network troubleshooting. Proven expertise in server installations and maintenance, ensuring optimal operational performance. Collaborative team member committed to enhancing service availability and improving internal processes. Successfully contributed to workplace safety and efficiency within high-demand environments while engaging with engineers and stakeholders. Passionate about leveraging technical skills to maximize operational success and deliver exceptional results. Eager to bring knowledge and hands-on experience to innovative tech solutions.

EXPERIENCE

Data Center Technician

Tech Solutions Inc.

 June 2025 - Present

 Bend, OR

- Oversaw data center operations, focusing on hardware diagnostics and network support for optimal uptime and service delivery. Led cross-functional collaborations to resolve technical issues efficiently and trained new technicians to enhance team capabilities.
- Conducted extensive hardware diagnostics and repairs, achieving over 99% uptime for critical services.
  - Executed server rack installations and regular maintenance, driving improvements in operational efficiency.
  - Collaborated with software vendors to address technical challenges promptly.
  - Designed and implemented documentation processes for effective knowledge sharing among team members.
  - Trained and onboarded new technicians, promoting a cooperative work environment.
  - Maintained compliance with safety protocols during operations in elevated settings.

IT Support Specialist

Cloud Innovations LLC

 January 2024 - May 2025

 Redmond, OR

- Provided tier 2 support for hardware and network issues while developing training materials for new hires. Analyzed operations to facilitate process improvements that enhanced customer satisfaction.
- Delivered prompt tier 2 support for hardware and network inquiries, significantly improving customer satisfaction.
  - Performed routine server maintenance and upgrades to reduce service incident duration.
  - Worked alongside engineering teams to troubleshoot operational incidents impacting effectiveness.
  - Crafted training materials for onboarding new employees, streamlining the integration process.
  - Assessed operational challenges while proposing enhancements for overall service quality.
  - Participated in after-hours support efforts, ensuring uninterrupted service operations.

Junior Network Technician

Digital Networks Corp.

 June 2023 - December 2023

 Prineville, OR

- Supported network installations and configurations, contributing significantly to data center equipment setup while gaining essential practical skills in networking and troubleshooting.
- Assisted with network setups and configurations, facilitating the implementation of new infrastructure.
  - Troubleshoot layer 1/2 networking issues, leading to improved system reliability.
  - Structured documentation of procedures and best practices to enhance transparency within the team.
  - Helped senior technicians with routine maintenance tasks, enriching practical understanding.
  - Actively engaged in ongoing learning opportunities to develop skill sets in a dynamic setting.
  - Contributed insights during team meetings regarding opportunities for process enhancements.

Technical Documentation

Training Development

Service Delivery

Incident Management

LANGUAGES

English Native

Spanish Proficient

MY CAREER



Data Center Technician at Tech Solutions Inc. (1.2 Years)

IT Support Specialist at Cloud Innovations LLC (1.3 Years)

Junior Network Technician at Digital Networks Corp. (6 Months)

LEADERSHIP & AWARDS

- Dean's List, Oregon State University, 2024
- Outstanding Project Award, Capstone Project, 2026

EDUCATION

Bachelor's Degree in Information Technology

Oregon State University 🎓 GPA: 3.90 📅 2026 📍 Corvallis, OR

*Coursework: Networking, Database Management, System Administration, IT Security*

CERTIFICATIONS

- CompTIA A+ 📅 2024
- Cisco Certified Network Associate (CCNA) 📅 2025

TECHNICAL SKILLS

- Hardware Technologies:** Servers, Switches, Routers
- Network Protocols:** TCP/IP, Ethernet, DHCP
- Operating Systems:** Windows Server, Linux, VMware
- Monitoring Tools:** Nagios, Wireshark, SolarWinds
- Collaboration Platforms:** Slack, Microsoft Teams, Trello
- Backup Solutions:** Acronis, Veeam, Veritas
- Security Practices:** Firewalls, VPN, Encryption
- Documentation Tools:** Confluence, SharePoint, Google Docs
- Configuration Management:** Ansible, Puppet, Chef
- Support Protocols:** ITIL, Agile, SCRUM

PROFESSIONAL AFFILIATIONS

- Member, Computer Science Club, Oregon State University
- Volunteer, Technology for Youth Program

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST