

James Benitez

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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 June 2025 - Present
Tech Solutions Inc. *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 January 2024 - May 2025
Cloud Innovations LLC *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 June 2023 - December 2023
Digital Networks Corp. *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.

LEADERSHIP & AWARDS

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

EDUCATION

Bachelor's Degree in Information Technology 2026
Oregon State University GPA: 3.90 *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

SKILLS

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|----------------------------|------------------------------|----------------------------------|------------------------|
| • Hardware Troubleshooting | • Documentation and Training | • Operational Support | • Training Development |
| • Network Configuration | • Hardware Diagnostics | • Cross-Functional Collaboration | • Service Delivery |
| • Process Improvement | • Network Troubleshooting | • Safety Compliance | • Incident Management |
| • Team Collaboration | • Server Installations | • Technical Documentation | |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST