



SKILLS

- Hardware Troubleshooting
- Network Protocols
- Customer Service
- Technical Documentation
- Team Collaboration
- Problem Resolution
- System Diagnostics
- Incident Management
- Preventive Maintenance
- Process Improvement
- Service Level Agreements
- Safety Protocols
- IT Asset Management
- Technical Training
- Workflow Streamlining

PROFESSIONAL AFFILIATIONS

- Member of Association for Computing Machinery (ACM), promoting IT advancement and ethics.
- Active participant in local IT workshops focused on emerging technologies and networking.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST