

# Jorge Partida

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## SUMMARY

Hard-working, reliable, and passionate IT Technician. I am seeking a position on a team where I can provide excellent IT technical support to the team, and our customers.

## WORK EXPERIENCE

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### Las Vegas Tech Solutions

*Intern*

August 2024 – September 2024

- Assisted in troubleshooting hardware and software issues for end-users
- Assisted in the installation and configuration of new software and hardware, ensuring compatibility and performance.
- Created and managed user accounts in Active Directory, maintaining security and access control.
- Assisted in the monitoring and maintenance of network infrastructure, including switches and routers.
- Assisted in the implementation of security protocols, ensuring data integrity and protection.

### NYNY Food Court

*Cashier/Food Handler*

April 2023 - November 2023

- Greet customers warmly and provide prompt, friendly service
- Support team members during busy periods by taking on additional tasks as needed.
- Handle cash, credit, and debit transactions with accuracy and efficiency.

### Chipotle

*Cashier/Food Handler*

November 2022 - March 2023

- Address customer inquiries and resolve issues to ensure satisfaction.
- Work closely with kitchen and front-of-house staff to ensure smooth operations.
- Prepare food items according to safety and hygiene standards.

## EDUCATION

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### Northwest Career College

*IT Technician*

October 2023 - September 2024

## CERTIFICATIONS, SKILLS & INTERESTS

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- **Certifications:** CompTIA A+
- **Skills:** Knowledge of configuring, troubleshooting, & maintenance of mobile devices, Networking fundamentals & troubleshooting, Hardware troubleshooting, configuration, & installation, Virtualization & cloud computing, Knowledge of operating systems, Security practices, Software installation & troubleshooting, Operational procedures, Utilization of Ticketing System & Documentation, Excellent customer service, Problem solving, Communication, Attention to detail, Time management, Team collaboration, & Ability to speak English and Spanish.
- **Interests:** Billiards, Film & Television, Technology, Music, Reading, Online & Board Games