


Carlos Martín Contreras Rascón



✉ kostrycontreras@gmail.com

Proficient IT Technician with 13 years of experience offering outstanding support to users of various levels. Competent skills and knowledge in Customer Service. Well-versed knowledge of up-to-date business practices, IT standards and government regulations. Self-motivated approach to monitoring and resolving troublesome IT issues.

Qualities

- Committed
- Entrepreneurial
- Team worker
- Goal oriented

Skills

- English speaker
- Preventive and corrective maintenance on PCs, laptops and printers
- Proficient knowledge of structured cabling
- Deployment, administration y maintenance of client-server based applications such as SolidWorks, AutoCAD, MatLab, CONTPAQi, Minitab, JAWS, etc.
- Intermediate knowledge on virtualization environment, VMWare y Hyper-V
- Support to domain based environment equipment
- Microsoft KMS licensing implementation and administration

Education

Universidad Tecnológica de Ciudad Juárez

Bachelor of Science in IT Network and Communication
2011-2013

- Graduated

Work History

IT Support Specialist – Universidad Tecnológica de Ciudad Juárez

- Software license administrator.
- Configured hardware, devices and software to set up work stations for employees.
- Processed over 35 support requests weekly for technical assistance on wide range of issues related to Windows, Office and all of the institution's software.
- Determined hardware and network system issues using effective troubleshooting techniques.
- Created help desk tickets, troubleshoot and resolved desktop issues.
- Performed tests of functionality, security and performance of different workstations and devices.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Provided Tier 1 IT support to non-technical internal users through desk side

support services.

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Installed, modified and repaired software and hardware to resolve technical issues.
- Patched software and installed new versions to eliminate security problems and protect data.

Computer Lab Coordinator - Universidad Tecnológica de Ciudad Juárez

- Handled lab equipment, cleaned keyboards, monitors and disk drives.
- Presented software packages and applications and developed lab templates.
- Supported all computer lab operations.
- Helped streamline repair processes and update procedures for support action consistency.
- Provided instruction to all lab users on proper use of all equipment.
- Diagnosed hardware problems and fixed faults or contacted appropriate repair service.
- Configured hardware, devices and software to set up work stations for employees.
- Removed malware, ransomware and other threats from laptops and desktop systems.

English as a Second Language Teacher – Universidad Tecnológica de Ciudad Juárez

- Documented student attendance and progress against goals.
- Assisted department head in establishing daily schedules, curriculum and ESL activities.
- Educated 30 students in basics of English grammar and conversational speaking.
- Developed activities and integrated technology to diversify instruction.
- Administered and graded tests and assignments to evaluate student progress.
- Assigned lessons and corrected homework.
- Used positive reinforcement and provided clear feedback to help students succeed.

Certifications

Certification ITIL Foundation Certificate in IT Service Management (2013)

Attention and Service Protocols

- Carlos Slim Foundation

Server Administrator

- Carlos Slim Foundation

PC Laptop Technician

- Carlos Slim Foundation