



Jairo Rezabala

Desktop support technician

Work Experience

Desktop Support Technician

Goldman Sachs - Jersey City, NJ

2015 to Present

Responsible for installation, configure, inventory Equipment, remove, reconnecting computer equipment, General pc and laptop support, Troubleshooting PC, Mac and network, Ticketing
Re cloning (Reinstall windows image over network) NY, NJ 2015 - Present

Computer Technician

ORELL COMPUTER & VIDEOS - Union City, NJ

June 2009 to October 2013

General Services - Hours 10:00AM - 4:00PM

Responsible for all computer services to clients in and out the store

Design strategy - Use Ready

Education

Associate in Computer communication information system w/Microsoft

Lincoln Technical Institute - Paramus, NJ

April 2010 to May 2011

Skills

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- Mac
 - Mac os
 - Microsoft windows
 - Windows 10
 - Windows server 2003, 2008, 2013
 - Active Directory
 - Desktop Support

- Macintosh
- Help Desk
- Service Desk
- Tech Support
- Comptia
- Apple
- Microsoft Windows Server
- Operating Systems
- LAN
- IIS
- Network Support
- DNS
- Computer Networking
- Linux
- AWS solution architect (Less than 1 year)

Additional Information

Bilingual - English - Spanish
 Dependable and reliable worker
 Longevity at employment
 Excellent customer service skills

Technical Skills:

Installation, configuration and troubleshooting of the following OS's: Windows 2008, and XP, Vista, Windows 7,

Windows 8, Windows 10, Mac os (all versions).

Windows Server 2K3, and 2K8, (all versions)

Installation, upgrading and troubleshooting of hardware components including: Mother Boards, Memory, Scanners,

Modems, NIC's Sound Cards, Video cards, Screen, Printers, CAT6 cabling. Experience with Active Directory and 2K, IIS 6.0.

Experienced in the following applications: MS Office (all versions).

Hands-On Training:

Assembly/Disassembly of PC computer systems

Installation of Computer Hardware and Peripherals

Installation of Operating System such as Windows and Server 2003 & 2008, (all versions)

Network cabling and administration

Installation, Configuration & Administration of Microsoft Windows XP Professional, Windows Vista, Windows 7, 8, Mac os.

Installation, Configuration & Administration of Microsoft Windows 2003 Server & Server 2008

Implementation and Administration of a Microsoft Windows 2008 Network

Management of a Microsoft Windows 2008 Network