Edwin Guerrero

IT Support Specialist | Electronics Repair & QA | Solder Technician & QA | Full-Stack Web and Mobile Developer

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Location: Lawrenceville, GA 30044
Website: https://e-guerrero.com
.NET College Project: https://github.com/e-guerrero/scrap-backend-and-frontend
Math Game for Kids - iOS App | App Store: https://apps.apple.com/us/app/carry-the-one/id6504637727
Diet and Fitness Web App (in progress): https://spaceship.e-guerrero.com

Summary

Over five years of hands-on experience in troubleshooting, maintaining, testing, documenting, and supporting complex infrastructure environments. Proven track record of diagnosing and resolving hardware, software, and networking issues using ticketing tools like ServiceNow. Adept at working autonomously, providing technical guidance, and escalating issues when necessary. Strong analytical skills and systematic approach to problem-solving, with the ability to manage and prioritize tasks efficiently within tight deadlines. Demonstrated proficiency in installing, configuring, testing, and maintaining various IT equipment and systems, ensuring maximum availability and performance. Excellent communication skills, with the ability to interact effectively with colleagues, customers, and partners. Fluent in English and Spanish, and skilled in MS Office applications, network management, and electronic device repair.

Experience

ModivCare – *Fully Remote*   September 2023 – February 2024
IT Service Desk I | Contractor
- Provided Tier-3 support troubleshooting using ServiceNow ticketing system for hardware, software, and networking issues.
- Assessed and prioritized incoming requests, ensuring timely resolution and escalation for complex issues
- Conducted diagnostic procedures, effectively resolving user problems
- Maintained comprehensive customer interaction logs using ServiceNow ticketing software.
- Windows Server Active Directory
- Azure Active Directory
- Cisco AnyConnect VPN
- Cisco DaaS
- ControlUp
- ConnectWise ScreenConnect
- Django Web API
- Microsoft Office 365
- Microsoft Remote Desktop
- ServiceNow
- Windows, macOS, iOS and Android Support

Ellucian – *Fully Remote*   April 2023 – September 2023
IT Help Desk I | Contractor
- Provided Tier-1 support troubleshooting using ServiceNow ticketing system for hardware, software, and networking issues, as well as student service support (registration, admissions, payments, etc.)
- Assessed and prioritized incoming requests, ensuring timely resolution and escalation for complex issues
- Conducted diagnostic procedures, effectively resolving user problems
- Maintained comprehensive customer interaction logs using ServiceNow ticketing software.

G's Renovations (Construction Company) – *Norcross, GA*   January 2020 – April 2023
Office Assistant | Handyman
- Monitor and manage emails, correspondences, faxes, and forms for all customers
- Source job materials and research new deals/suppliers

- Organize and schedule appointments for supervisors and field technicians
- Develop and implement organized filing systems
- Invoicing and reconciling invoices
- Quoting and creating estimates
- Researched and resolved user questions and issues, providing outstanding customer service
- Responded to hardware and software support issues from employees for Microsoft Office applications (Word, Outlook, PowerPoint, Excel), phone/voicemail, printers, mobile devices, etc.
- Took ownership of issues and requests by triaging, prioritizing, and assigning tasks to ensure timely resolution and escalate as needed
- Managed, configured, troubleshooted, and repaired desktop computers, laptops, phones, etc.
- Created desktop computer and laptop images
- Maintained (patches, updates, and fixes) software used on desktop systems including OS, anti-virus, and malware protection
- Worked with vendors to help resolve technical issues
- Demonstrated basic networking skills such as connecting computers to the domain, troubleshooting network connection issues, etc.
- Framing, electrical wiring, ethernet wiring, drywall, paint, plumbing, and electrical appliance installation and repair (cameras, smart-home devices, mounting TVs to the wall, dryer, washer, light fixtures, water heater, air conditioning, etc.)

eWaste ePlanet – *Norcross, GA*   October 2018 – January 2020
Computer Repair Technician
- Tested, troubleshot, repaired, refurbished, upgraded, recorded basic info, and kept track of inventory for a variety of electronic devices including PC's, laptops, mobile devices, servers, networking gear, software, and many other kinds of IT equipment.
- Developed ergonomic workflow paradigms that allowed for faster production by about 25% without sacrificing quality and accuracy
- Dealt in bulk acquisitions of IT Assets. From servers and networking gear to laptops, desktops, and mobile devices, we bought and sold both new and used IT equipment
- Managed technology assets through their end-of-life and beyond through a secure process to protect sensitive data and ensure compliance with environmental, health, and safety regulations.

Printed Circuits Corp – *Norcross, GA*   August 2016 – October 2018
Electronics Circuit Board Soldering and Assembly Technician | QA | Contractor
- Troubleshot, Soldered SMD circuit board components and assembled various types of electronics.
- Perform detailed in-process & final inspections of electronic components, subassemblies, and final products to verify compliance with quality standards and specifications.
- Maintain accurate records of inspections, tests, repairs, inventory, and related data.

Cynergy Wireless – *Norcross, GA*   May 2013 – August 2016
Smartphone Circuit Board Soldering and Refurbishment Technician | QA
- Troubleshot, Soldered SMD circuit board components, and refurbished T-Mobile and Verizon smartphones.
- Perform detailed in-process & final inspections of electronic components, subassemblies, and final products to verify compliance with quality standards and specifications.
- Maintain accurate records of inspections, tests, repairs, inventory, and related data.

Education

Gwinnett Technical College -- Lawrenceville, GA   Graduated May 2019
Associate of Applied Science Degree in Computer Programming

- Data Structures, Algorithms, and Time Complexity
- Program Design and Development: Problem solving and programming concepts, structured programming, the four logic structures, file processing concepts, and arrays.
- Programming: C#/Asp.NET, C++, Java, JavaScript, Typescript, Swift, and React JS
- Database: Oracle, MySQL, MS SQL Server, and SQLite, Object Oriented Database (ERM), Relational Database Design
- HTML/CSS
- Docker
- Git/GitHub

- Terminal/zsh
- IT Analysis, Design, and Project Management
- Other: Economics, College Algebra, Statistics, Composition & Rhetoric, Financial Accounting I, and Humanities

Gwinnett Technical College -- Lawrenceville, GA   Graduated May 2019
Java Programmer Certificate

Essential Technical Courses (22 Credit Hours)

- CIST 1305 - Program Design and Development Credit hours: 3
- CIST 1510 - Web Development I Credit hours: 3
- CIST 1220 - Structured Query Language (SQL) Credit hours: 4
- CIST 2371 - Java Programming I Credit hours: 4
- CIST 2372 - Java Programming II Credit hours: 4
- CIST 2373 - Java Programming III Credit hours: 4

Skills

- Bilingual: English and Spanish
- Agile Object-Oriented Programming
- Strong understanding of computer hardware, software, and networking
- Excellent documentation skills and foreseeing future system needs.
- Excellent PowerPoint presentation skills
- Excellent problem-solving and critical thinking skills
- Strong verbal and written communication skills
- Ability to work independently or as part of a team