

Alexander Perlaza

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Objective

A brand new IT Technician seeking opportunities in Networking and Security.

Ability Summary

- *Experienced Technical Associate with a proven track record in the business supplies and equipment industry.*
- Expertise lies in computer repair, Microsoft Suite, management, and music composition.
- Strong foundation in information technology, supported by my academic background in Network Engineering.

Employment History

11/2022 - 04/2023 **Network Technician**
Robert Half - Access Health Care, Brooksville, FL

- Worked autonomously or in collaboration with Engineers on various changes, including routing modifications, switching updates, network hardware upgrades, capacity enhancements, and service upgrades.
- Functioned as an escalation point and promptly responded to customer calls, addressing technical issues related to their Voice and Data network.
- Effectively communicated maintenance windows to all impacted customers in relation to Voice and Data network hardware/software.
- Utilized FreshDesk by Maintaining meticulous records by logging and tracking all activities in appropriate systems

10/2021 - 01/2022 **Apple Repair Technician**
Simply Mac Inc, Dunedin, FL

- Utilized RepairQ, a device management system, for efficient intake of new Apple devices.
- Provided expert recommendations to customers, guiding them towards suitable Apple and Simply Mac products that aligned with their specific needs and preferences.
- Specialized in the repair of Apple products, focusing on Macs, MacBooks, and Phones, while effectively coordinating with Apple facilities for repairs beyond the designated scope.
- Conducted daily ticket counts twice a day, meticulously tracking the number of tickets opened, closed, and awaiting parts.

08/2018 - 09/2021 **Easy Tech Sales Associate**
Staples Inc, Oakland, NJ

- Greeted customers and ascertain what each customer wants or needs.
- Recommended, selected, and helped locate or obtain merchandise based on customer needs and desires.
- Answered questions regarding the store and its merchandise.

- Reassembled machines after making repairs or replacing parts.
- Advised customers concerning equipment operation, maintenance, or programming.
- Traveled to customers' homes or offices to service machines or to provide emergency repair service.
- Installed and configured new equipment, including operating software or peripheral equipment.

Education History

Network engineering and Security

Bachelor's Degree

Western Governors University, UT

General High School Curriculum

High School Diploma

Wayne Hills High School, NJ

Occupational Licenses, Certificates and Training

10/2022

CompTIA A+ ce Certification
COMPTIA

Detailed References

Rich Anderson , Network Team Lead

Mirra-Tech

727-584-1524

Max Hines , Tech Supervisor

Staples Inc

maxhines1@me.com

862-221-0424

Izzy M , President/CEO

Systems Management Inc

646-465-3865