

Juan Barba

5410 S. Lotus Ave.
Chicago, IL 60638

(773) 744-7132
jbarba95@yahoo.com

OBJECTIVE: Seeking an entry-level position in industrial maintenance, where there is an opportunity to enhance my technical skills.

EDUCATION: **2010-Present** **Richard J. Daley College, Chicago, IL.**
Manufacturing Technology Maintenance Mechanic Program
(A.A.S. degree expected May 2014)

Currently receiving instruction and training for machinery installation, maintenance, troubleshooting and repair, principles of hydraulics and pneumatics, programmable logic controls, basic welding and cutting operations, machining operations, and fundamentals in industrial electricity.

1991-1995 **Marie Curie Metropolitan High School, Chicago, IL.**
HS Diploma

EXPERIENCE:

Chicago Public Schools, 125 South Clark Street, Chicago, IL 60603
10+ years of service

July 2005 – June 2009 **Information Technology Services, Help Desk Analyst (level 3)**

Duties: Provide third-tier computer support to the Chicago Public School District (650 local schools + central administrative offices). Provide mentoring and training to support staff on procedures, policies, and troubleshooting techniques and quality customer service skills. Diagnose and resolve computer related issues including network, applications, software and hardware efficiently and on a timely manner. Maintain documentation of end-user incident requests for accountability and to achieve ITS department goals.

July 2004 – June 2005 **Information, Outreach, Ombudsman Services, Help Desk Analyst**

Duties: Provide first and second-tier technical support in software, hardware, printers and other peripherals. Diagnose and troubleshoot CPS specific applications including IMPACT, Student Information, Oracle, and Key Train. Manage e-mail and network account requests and serve as liaison for VPN, Dial-Up, DNS, and Server requests. Assist clients with computer support requests using SMS Administrator Console and Remote Desktop Connection.

April 1998 – June 2004 **Cesar E. Chavez Upper Grade Center, AV Technician**

Duties: Provide computer support and assist with operation of audio-visual equipment to teachers and students. Administer servers, troubleshoot network related problems, update new hardware and software, assemble, configure, and install new computers, maintain inventory, troubleshoot peripherals including printers and scanners, assist with supervision of students in computer laboratories, operate audio-visual equipment including LCD projectors, digital cameras, VCRs, and TVs. Assist students and teachers with software applications including Word, Excel, Power Point and Internet.

IT Qualifications: 10+ years experience in Information Technology, Windows XP, Windows 7, Microsoft Outlook 07/10, Word, Excel, PowerPoint, Microsoft Active Directory, SMS Administrator Console, Remote Desktop Connection, Apple Remote Desktop, Multifunction Peripherals (print/copy/scan/e-mail), Virtual Private Network (VPN), Trend Micro Anti-virus, and Symantec Ghost. Experience with Local Area Network (LAN), Wide Area Network (WAN), routers, switches, hubs, wireless networks, and TCP/IP protocols. Demonstrated ability to work independently, problem-solve, and manage multiple tasks, strong customer service skills, and excellent written and verbal communication skills.

IT Training: **2007 Customer Support Specialist, HDI Certification**
2005 Network Administration, Chicago Public Schools Medill Professional Development Center

Language: **Bilingual. Fluent in Spanish.**