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**OBJECTIVE**

With exceptional skills in customer service & great experience in PC hardware/software Technical support, developed over 14 years within the IT industry, Patience is required to find lasting solution & retain customer satisfaction. I treat any issue in a way I would like to be treated.

**Skills**

- \* SAP experience
- \* Digital Volt Meter
- \* Digital Calipers
- \* First Article
- \* Batch Sampling Analysis
- \* Blueprint reading
- \* Micrometer
- \* Failure Analysis Testing
- \* UL Documentation
- \* First Article Inspection
- \* Spec Sheet reading
- \* Problem Solving Skills
- \* Planning & Organization skills
- \* Quality Inspector
- \* Height Gauge
- \* In Process & Final Inspection
- \* Process Migration
- \* LCD Panel Inspector
- \* LCD TV Quality Inspector
- \* Server Assembly/ Upgrade
- \* Customer Service
- \* Purge Inspection
- \* Security/ Permissions
- \* Front Page
- \* Macromedia Flash
- \* Windows
- \* Work Instruction Fabrication
- \* Share Point
- \* Hardware Installation
- \* System Architecture
- \* LCD TV Technician
- \* Assembler (LCD/T.V.)
- \* Data Entry
- \* Operating Systems
- \* Norton Ghost
- \* Data Back Ups
- \* LAN/ Wireless Networking
- \* Microsoft Word
- \* Microsoft Excel

**Education**

11/05-06/06	<i>United Education Institute</i>	Ontario, CA
	Computer Systems Technician	Certificate
1998-1998	<i>Redlands High School</i>	Redlands, CA
	High School Diploma with certificate in Electronics	

**Employment**

	<i>Ingram Micro</i>	Mira Loma, CA
<b>5/12- 6/19</b>	Sr. Technician/ QA Inspector	

Daily Responsibilities: Open communication with suppliers to maximize production, Responsible for simple electromechanical assembly, Ensuring workflow SLA expectations are met, Communicating all conformities to supplier, Assist in corrective actions, Perform highly technical diagnostics on electronics, Trouble shooting of significant failure trends, Inspects and tests OEM and purchased parts in accordance with standardized work instructions, Ensure documents/work instructions remain current, Perform QA inspection of systems and product, Identify problems & communicate all recordings of non- conformance to supplier, Perform special assignments by quality management, Assisted acquisition of Intermec, Honeywell & DataMax O'Neil Northern America configuration center. Safety Committee Member (7 years).

	<i>A&amp;D Electronics, LLC</i>	Riverside, CA
<b>10/10- 5/12</b>	LCD Panel Quality Inspector/ Technician	

Daily Responsibilities: Power & Function check on LCD TV, Disassemble damaged LCD TV & components, Assemble LCD TV & components. Complete analysis & diagnose LCD Panel for any discrepancies, QC LCD Panel. Disassemble LCD Panel, IC Driver (Removal, Cleaning, Bonding), PCB trouble shooting & repair, Thru hole & SMD soldering, Assemble LCD Panel, Full Function Check, and Burn In for Final Quality Check.

	<i>Global Resources Ltd</i>	Tinton Falls, NJ
<b>03/09- 10/10</b>	Contracted Field Technician	

Daily Responsibilities: Complete installation & set up of computers: Peripheral's, Ghost image via PXE Network, checking complete configuration for business use. Repair of Servers, Printers, Faxes.

References upon Request