

ISAAC JARAMILLO

600 W. County Line Rd #35-104, Highlands Ranch, CO 80129 | C: 720-763-4381 | Isaacdj16@gmail.com

Summary

Quality Focused plus 6+ years of experience as systems technician and software/hardware support specialist. Proven ability to create and deliver solutions that meet corporate objectives tied to business and technology performance. Comfortable operating in a wide range of platforms and environments. Effective communicator; able to explain complex processes in easy to understand terms for end users. Skilled in proactive identification of critical systems/network issues. Willing to relocate. Authorized to work in the US for any employer

Skills

- Windows XP, 7, 8 and 10
- Microsoft Office 2010,13 and 16
- Microsoft Publisher
- Photoshop
- Outlook Express
- Lotus Notes
- NICE
- Siebel
- ACSR
- Workbench
- Workforce
- OCX
- Service Portal
- Empower
- Remedy
- Citrix
- Cisco
- Active Directory
- Database
- CJIS Open Fox
- TAG
- PictureLink
- ARC Gis
- Video Conference
- Dell Certified
- Active Directory
- Lotus Notes
- Macs and IOS
- Security Tools
- Access
- NEC
- TCP/IP
- DNS
- DHCP
- LAN/WAN
- Wi-Fi
- Time Management
- Multitasking
- Written and Verbal Skills
- Excellent Customer Service
- Organizational skills
- Critical Thinking
- Problem Solving
- Great Attitude
- Self-Motivational
- Attention to detail

Experience

IT Support Technician/Analyst May 2019 to Current
Liberty Oil – Denver, CO

- Coordinate and Provide IT Support for all computer users in the Denver and Henderson locations.
- Level 2 troubleshooting user issues with phones, computers, printers, etc.
- Repair software and hardware issues for users as they arise
- Evaluate broken hardware and perform warranty repairs
- Train users on OS, application, phone, mobile phone use.
- Create instructions for users as needed.
- Maintained asset list and other internal databases
- Traveled to regional offices to ensure users ad IT needs are addressed
- Managed Projects

Systems Support Specialist Jan 2018 to May 2019
CCRM – Lone Tree, CO

- Resolve computer hardware and software related issues through in-depth troubleshooting and technical assistance.
- Communicate clearly with each customer to ensure their understanding of next steps and likely resolution time-frames. Directly involved in the deployment, repair, replacement, disposal, and inventory management of End User Computing equipment

(desktops, laptops, phones, printers, conferencing room hardware) Handle a variety of complex problems in various IT applications.

- Install, configure and troubleshoot local and network printers
- Installs, configures, and maintains telecommunications services including operating system software, software applications
- Ensures the integrity of files/databases is in line with company guidelines and network standards.
- Consults with department managers to develop desktop/system solutions consistent with organizational objectives.
- Develops and communicates guidelines for employees' use of company computers, databases, and network resources.
- Engages proactively with employees and vendors to prevent or resolve software, hardware, and operational problems

Systems Support Specialist

Jan 2017 to Dec 2018

City and County of Denver – Denver, CO

- Responsible for coordinating and resolving all hardware and software problems in a timely manner
- Plans, coordinates and repairs computer hardware as required
- Assists user departments in analyzing and resolving desktop problems as related to network access and application access
- Ensure security and privacy of networks and computer systems
- Installs workstations, printers. Installs software. Deploys new devices as required
- Maintains a current inventory of all workstations and printers installed at all CSH facilities
- Maintain records/logs of repairs and fixes and maintenance schedule
Install and configure appropriate software and functions according to specifications

Field Service Technician

May 2016 to Dec 2017

Children's Hospital

- Responsible for coordinating and resolving all hardware and software problems in a timely manner.
- Plans, coordinates and repairs computer hardware as required.
- Assists user departments in analyzing and resolving desktop problems as related to network access and application access.
- Ensure security and privacy of networks and computer systems.
- Deploys new devices as required.
- Maintains a current inventory of all workstations and printers installed at all CSH facilities.
- Maintain records/logs of repairs and fixes and maintenance schedule
Install and configure appropriate software and functions according to specifications, Responsible for providing end user support for all devices and software.
- installs appropriate software and desktop configuration.
- On call during off hours, holidays and weekends in the event of emergency affecting the hospital information systems.
- Installs workstations, printers and other devices.

Tier 2 Service Representative

Sep 2014 to Jun 2015

- Handles all inbound and outbound phone telephone contacts in relation to individual's and household eligibility, determination, health plan selection and enrollments, renewals as well as eligibility and enrollment status.
- Answers questions consistent with program policy and guidelines and follows company workflow processes.
- Provides basic program information and support for small employers wishing to use program insurance products for their employees.
- Provides support for insurance brokers and assistors who are providing direct support to individuals and employers in their use of the exchange.
- Assures accuracy in eligibility and enrollment processing and makes decisions in the best interest of protecting the integrity of the clients business.

- Follows all guidelines in compliance with security and privacy standards, inclusive of but not limited to FTI, PHI and HIPAA standards.
- Researches and processes corrections for 1095-A tax forms.

Command Center Operator / On Boarding Specialist

Jun 2015 to May 2015

AxisPoint Health

- Conducts regular meetings with the client and implementation team to ensure goals and objectives are being achieved in accordance with on-boarding/project plan.
- Monitors automated call distribution activity, agent activity, and service level trends.
- Assists with agent training, system testing, equipment reclamation and testing, shipping, and various administrative tasks for Care Center management staff.
- Developed Onboarding policies and procedures for socialization of organizational newcomers.
- Supports or manages multiple concurrent projects with an emphasis on plan/timeline/budget development, collaboration and execution of strategic and operational goals and initiatives.
- Actively coordinates the due diligence process to ensure timely completion of all pro-forma, provider contract, malpractice, credentialing, human resources and IT needs prior to any provider/practice onboarding.
- Recruited ambassadors from each department to lead departmental tours and discipline specific instruction Connect for Health Colorado.

IT Technician II

Jan 2013 to Jan 2014

IBM

- Skilled Desk technician, providing PC and client/server tech support for American Express.
- Experience diagnosing, troubleshooting and resolving client issues with hardware maintenance, installations and upgrades.
- Works well independently or in a group setting.
- In-depth knowledge and understanding of numerous software packages and operating systems.
- Excellent communication and presentation capabilities.

Corporate Sales Representative

Jan 2012 to Jan 2013

General Steel Corporate inc

- Achieves maximum sales profitability, growth and account penetration by effectively selling the company's products and/or related services.
- Personally contacts and secures new business accounts/customers.
- Promotes/sells/secures orders from existing and prospective customers through a relationship-based approach.
- Develops clear and effective written proposals/quotations for current and prospective customers.
- Coordinates sales effort with marketing, sales management, accounting, logistics and technical service groups.
- Keeps abreast of product applications, technical services, market conditions, competitive activities, advertising and promotional trends through the reading of pertinent literature and consulting with marketing and technical service areas.

Business Sales Representative

Jan 2010 to Jan 2011

Comcast

- Educate prospective clients on how Comcast services will help their businesses grow by utilizing all that Comcast offers (internet, phone and TV) as total business solution for their business networking needs.
- Strong ability to multi-task using various computer systems while engaging clients, educating and negotiating with customers to complete the sale immediately while on the phone.
- Hard-working and passionate consultant with the ability to handle conflict resolution and resolve escalated calls.

- Excellent communication skills combined with strong persuasive abilities and influential negotiating, accomplished sales experience with a proven track record of success.

Quality Advisor/Team Leader

Jan 2007 to Jan 2010

DirecTv

- Designed and managed an entirely new system for analyzing the quality of customer calls.
- Organized the implementation of the new quality control to all DirecTV offices throughout the U.S.
- as well as out-sourced centers overseas.
- Led Assurance projects and committees for review of call monitoring as well as formulated action plans for team leaders on coaching their service representatives for better performance.
- Produced detailed reports for team leaders, managers and outsourced companies on where improvement is needed and details on how to accomplish these goals.
- Dynamic Team Leader who was recognized for managing the Top Performing Team in the call center.
- Passionate team leader who played a vital role in each member of my team's success through individual coaching; setting attainable and realistic goals to guide each employee to their full potential.
- Self-starter team leader with persistence and influential selling skills which were used to educate both customers and team members through my own successes and diligent leadership.
- Developed an influential approach with each team member individually to put together a plan for problem solving to attain first call resolution; therefore decreasing on call time, increasing sales and an overall better use of their time.

Education and Training

Colorado Art Institute – Denver, CO **Interactive Media**

Maryland University **Structural Engineering**

Interests

- Bowling
- Kickball
- Various Charity work
- Camping
- Hiking
- Softball