Abraham A. Bloom

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OBJECTIVE

To continue my career as an IT systems support technician in an environment focused on the needs of the business model and the user community. I am actively seeking full time employment in a growth oriented company where I may make useful contributions now, as well as advancing my skills for the long term benefit of the organization. I have a strong background in hardware & software, and I specialize in high performance, custom systems design. I firmly believe that IT should provide a stable, comfortable, and reliable environment which helps the employees function without presenting a technical challenge for them.

TECHNICAL SUMMARY

Operating Systems: Windows 95/98(SE)/ME/XP/Vista/7/8, MAC OS-10-6.x-OS-X-10.x, iOS 4.x-8.x, Ubuntu Linux, Linux Mint, AS/400 (iSeries), ACSR.

Software: Apple, Windows, & Linux desktop applications, MS Office, Outlook, Word, PowerPoint, Spybot, CCCleaner, McAfee, Norton Internet Security, AVG Internet Security & AV, Windows firewall, Mozilla Thunderbird / Firefox, Opera, Chrome, Internet Explorer 10x.

Hardware: AMD based high performance gaming systems, WAN/LAN Routers and media, IBM, AS/400, printer / Fax / Scanner technologies.

EXPERIENCE: Associate/ Trainer
Company: Amazon 07/30/2018- Current
Responsible for training new Associates in a specific department within the Amazon AR Facility. Advising on best practices, quality, safety, and performance. Responsible for training/ retraining current associates in 2 areas of a specific department within the Amazon AR facility. Responsible for ensuring communication between associates, and team leadership, as well as learning skills & strengths.

EXPERIENCE *Self Employed*
COMPANY Dragon Custom PC-02/01/2015-07/30/2018
Complete custom PC system design, for all users of all tastes and styles. Complete PC system maintenance, hardware/ software. Complete Mobile device software maintenance. Complete remote assistance and support, within minutes, from anywhere in the world, without the need for specialized equipment. Complete data backup and recovery (this includes permanently deleted files, and file recovery following HDD format). Complete system sterilization, PC, Mac, Mobile Devices. Technical support and instruction in the following areas: PC Hardware, PC Software, PC Troubleshooting, Mac OSX 10.6 (and above) Software, iOS Maintenance, Troubleshooting, and Support/ Instruction, Android Maintenance, Troubleshooting, and Support/ Instruction, Laptop Maintenance, Troubleshooting, and Support/ Instruction, Windows versions: 95, 98, 98SE, ME, XP (all versions), Win 7 (all versions), Win 8.x, Win 10. This includes modifications, "tweaking" and alterations to the Operating Systems (if required), in order to customize the user experience, and Windows functions. Alternative Software Maintenance, which includes: modifications, "tweaking" and alterations to the software, in order to control the methods in which the software must behave, and to bypass software glitches and conflicts. Complete instruction on the use of all of the above listed resources, including hardware, software, and basic essential use. This includes advanced instruction on user experience, instruction on power user behaviors and ,methodology.

EXPERIENCE *Technical Support Specialist*
COMPANY COMCAST 06/2013-02/01/2015
Customer Service, Technical Support, consulting on best practices. Fulfilling customer requests, orders and site resolution calls, step by step troubleshooting and isolation of Comcast network issues and equipment. Maintaining/ creating/ re-configuring business phone line functionality, user and account creation, Maintaining/ creating/ re-configuring business internet connections, Maintaining/ creating/ re-configuring business Business television services, troubleshooting/ isolation/ resolution/ escalation of all necessary issues, customer education and instruction.
EXPERIENCE **Senior Apple Mobile Device Specialist**
COMPANY IBM/Apple, BOULDER, 06/10 to 05/13

Customer Service, Technical Support/ Troubleshooting/ Resolution , Assisting with training of new advisers, writing training materials, Peer Coaching of advisers and consulting on best practices, taking over calls for other advisors, taking customer escalations and requests for supervisory role, fulfilling customer appeasements and special requests, providing outstanding customer satisfaction and ensuring customer retention and loyalty, maintaining/ restoring customer faith in the Apple name. Apple Trained Senior iOS Specialist.
Specialist, fulfilling customer appeasements & special requests, providing outstanding customer satisfaction & ensuring customer retention & loyalty & maintaining customer faith in the Apple name.

EXPERIENCE **PC Technician**
COMPANY Chip's Bytes, MONTEREY, CA 10/05 to 03/10
Customer Service, PC Hardware Repair/ Upgrades, System Backup/ Recovery, System Maintenance, Consulting, Custom System Design, Hardware/ Software Installation & Troubleshooting

EXPERIENCE **PC Technician**
COMPANY Nectar Computers, MARATHON, TX 11/03 to 09/05
Customer service, Building custom computer systems for clients, Troubleshooting, repair & maintenance of computer systems for clients, Remote assistance, Backup & recovery of data, Security & removal of threats, Software installation & troubleshooting, Hardware
troubleshooting, Hardware replacement & upgrades

EDUCATION
Career College of Northern Nevada
Program: PC Repair
Attended: 2 years

I have devoted nearly 20 years to the study of the computer operating environment, as well as how operating systems & software work together. Vast experience in PC design & repair, upgrading, maintaining & troubleshooting of consumer and business systems. I have an extensive knowledge of most Windows OS, including, but
not limited to; Windows 98/98SEWindows XP, Windows Vista, Windows 7, Windows 8/ 8.1., and Windows 10 Some Ubuntu Linux & Linux
Mint distro environment implementation. Experienced in navigation, basic troubleshooting & isolation of Mac OSX 10.6 (Snow Leopard), and expanding to include 10.8 (Mt. Lion).

Certifications: Brainbench certified in the following areas; Windows 95 Installation, Troubleshooting, and Support, Windows 98/ 98SE Installation, Troubleshooting, and Support. Windows ME Installation, Troubleshooting, and Support. Windows XP Installation, Troubleshooting, and Support. Windows Vista Installation, Troubleshooting, and Support. IE 6 - IE 9 Installation, Troubleshooting, and Support. Windows Environment Troubleshooting, Resolution and Support. Windows Integration Troubleshooting, Resolution and Support.

REFERENCES: Available upon request.