

OSCAR SOLIS

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PROFESSIONAL SUMMARY

Experienced service desk technician with a proven track record of providing high-level technical support and resolving time-sensitive IT incidents. Skilled in troubleshooting and problem-solving, with a focus on minimizing disruptions to daily operations. Effective communicator and trainer, adept at facilitating comprehensive training sessions to equip new hires with the necessary knowledge and skills for handling customer inquiries and technical issues. Proficient in Python, PowerShell, and Java, with expertise in Windows, macOS, and Linux environments, as well as tools like SCCM and ServiceNow.

WORK EXPERIENCE

Company: Signature Aviation

Date: January 2022 - May 2026

Position: Service Desk Technician | Information Technology | Remote

- Delivered technical support to 3,000+ internal employees, efficiently resolving IT incidents to minimize disruptions to daily operations and maintaining a 95% customer satisfaction rating.
- Provided first-level support via phone, email, and web for computer systems, software, hardware, and telecommunication systems, showcasing strong troubleshooting and problem-solving skills.
- Facilitated comprehensive training sessions for 15+ newly hired individuals, reducing their ramp-up time by 2 weeks.
- Ensured streamlined deployment and adherence to company standards by installing software using SCCM application packages, while actively monitoring and reporting emerging incident trends to management for proactive solutions and continuous improvement of IT support services.

Company: GeekSquad

Date: November 2019 - December 2021

Position: Advanced Repair Agent | Mission Viejo, CA

- Certified iOS and Apple device technician with expertise in troubleshooting, diagnosing, and resolving technology issues using proprietary software.
- Skilled in PC and Mac support, including malware removal (spyware, viruses, trojans) and system formatting to ensure optimal performance.
- Experienced in initial device setup, recovery disk creation, anti-virus installation, and applying new Windows updates.
- Proficient in hardware replacement, including RAM, video cards, motherboards, and other key components.
- Possess extensive knowledge of computer hardware and software, enabling efficient troubleshooting, repairs, upgrades, and diagnostics.

Company: BeLiteWeight

Date: February 2018 - November 2019

Position: Desktop Support Technician | Irvine, CA | Hybrid

- Implemented and configured computer systems, including transitioning Windows desktop computers to a Ubuntu Linux-based environment, to optimize reliability, performance, and functionality.
- Generated visually appealing Microsoft Excel reports presenting comprehensive system performance metrics through data analytics.
- Streamlined workflow and enhanced efficiency by automating diverse tasks using Python 3, Powershell command line, and scripts.

CERTIFICATES

Google Career Certificate in Cybersecurity - July 2023

Linux | Python Programming | Security Information and Event Management (SIEM) tools | Intrusion Detection Systems (IDS) | SQL

Apple Certified Technician - November 2019

Fully certified Apple and iOS device technician

Connect and Protect: Networks and Network Security - July 19th, 2023

Security Hardening | Network Security | Transmission Control Protocol / Internet Protocol (TCP/IP) | Network Architecture | Cloud

SKILLS

Bilingual: Spanish and English

Programming Languages: Python, PowerShell, Java, C++, HTML / CSS, Javascript

Software: Visual Studio Code, Microsoft 365, ServiceNow, TeamViewer, ZScaler, Global Protect, Pycharm, Microsoft SCCM, Putty

Other Skills: Operating Systems, Technical Troubleshooting, Ubuntu, Windows, iOS, Customer Service, Networking, Active Directory, ITIL Framework, Documentation and Reporting, Time Management and Prioritization, Help Desk Operations, Firewalls

EDUCATION

University of Texas at El Paso

El Paso, TX

Bachelor's degree in Computer Science

Saddleback College

Mission Viejo, CA

Associates Degree for University Transfer - Computer Science