



ETHAN MARTINEZ

Computer Technician

PROFESSIONAL SUMMARY

Dedicated Computer Technician with 10 years of experience in troubleshooting, installation, and maintenance of hardware and software. Proven ability to enhance system performance and provide exceptional technical support to users.

WORK EXPERIENCE

Computer Technician

Maple Leaf Consulting

Dec / 2017-Ongoing

Toronto, ON

1. Create and update system images for all desktop and laptop models across the organization.
2. Repair and maintain all desktop, laptop, iPad, Cisco phones, smart boards, and projectors.
3. Lead technology upgrades to enhance operational efficiency in the school district.
4. Upgrade computers with cost-effective parts based on customer requests.
5. Assist with hardware, software, and operating system installations and troubleshooting.
6. Troubleshoot connection and internal issues for customer computers effectively.
7. Deliver exceptional customer service to students, faculty, and staff in a timely manner.

I.T. Site Manager

Silver Lake Enterprises

Dec / 2014-Dec / 2017

Seattle, WA

1. Lead onsite support projects aligned with corporate technology initiatives.
2. Provide support for telephone systems, including MAC requests and troubleshooting.
3. Support resident technology initiatives, including community computer clubs and labs.
4. Act as a technical resource to assist users in resolving computer issues.
5. Maintain documentation of technical maintenance procedures continuously.

EDUCATION

Associate of Applied Science in Computer Technology

Tech Valley Community College

Dec / 2011 - Dec / 2014

Seattle, WA

Focused on computer hardware, software, and networking principles.

support@qwikresume.com

(123) 456 7899

Los Angeles

www.qwikresume.com

SKILLS

Hardware Repair



Software Installation



Network Troubleshooting



System Upgrades



Technical Support



INTERESTS

Knitting

Scuba Diving

E-sports

Reading Fiction

STRENGTHS

Respectfulness

Self-awareness

Self-discipline

Sensitivity

LANGUAGES



English
80%



Japanese
80%



Spanish
80%

ACHIEVEMENTS

Reduced system downtime by 30% through proactive maintenance.

Successfully implemented a new imaging system, improving deployment speed by 40%.