

# 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

m Dec / 2017-Ongoing

Maple Leaf Consulting

**▼** 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

m Dec / 2014-Dec / 2017

Silver Lake Enterprises

■ 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

m Dec / 2011

Dec / 2014

**Tech Valley Community College** 

■ Seattle, WA

Focused on computer hardware, software, and networking principles.

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



Hardware Repair

Software Installation

**Network Troubleshooting** 

<del>---</del>---

-----

System Upgrades

**Technical Support** 

INTERESTS



Scuba Diving

🔳 E-sports

Reading Fiction

## **STRENGTHS**

Respectfulness

Self-awareness

Self-discipline

Sensitivity

### LANGUAGES

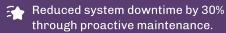


English 80%



Spanish 80%

# ACHIEVEMENTS



Japanese

80%

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