

# **ETHAN MARTINEZ**

**Product Configuration Technician** 

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

## **SKILLS**

System Assembly And Configuration

Software Installation And Troubleshooting

**Device Configuration** 

Firmware Updates

Troubleshooting Skills

Remote Support

# **INTERESTS**

Birdwatching



Sports Coaching Knitting

## STRENGTHS









# **LANGUAGES**





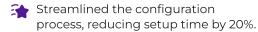


English

Spanish

Japanese

## ACHIEVEMENTS



Achieved a 95% customer satisfaction rate through effective troubleshooting.

#### PROFESSIONAL SUMMARY

Innovative Product Configuration Technician with 5 years of experience in system setup and configuration. Expert in diagnosing and resolving technical issues to enhance system functionality. Committed to driving efficiency and delivering high-quality solutions in fast-paced environments. Ready to contribute to a team focused on technological excellence and customer satisfaction.

# WORK EXPERIENCE

# **Product Configuration Technician**

Apr/2022-Ongoing

Blue Sky Innovations

T Chicago, IL

- 1. Prioritized and directed technical projects, ensuring compliance with specifications and timely completion.
- 2. Analyzed internal processes to identify inefficiencies, providing actionable recommendations to boost productivity.
- 3. Established and configured systems, conducting thorough research on hardware components before assembly.
- 4. Reviewed and resolved computer malfunctions, demonstrating strong technical acumen.
- 5. Promoted to Configuration Technician for exceptional performance and collaboration with teams on staffing solutions.
- 6. Installed specific software on numerous client PCs, ensuring seamless operation.
- 7. Conducted quality assurance checks to guarantee accurate customer configurations.

# Configuration Technician

m Apr/2020-Apr/2022

Cactus Creek Solutions

**耳** Phoenix, AZ

- 1. Configured HP/Dell servers, desktops, and laptops using imaging processes with NORTON GHOST.
- 2. Installed and configured LEXMARK printers and various software applications, including Microsoft Office.
- and printers. 4. Served as Network Administrator, managing computer domains and

3. Installed networking cables and patch panels for Cisco switches, routers,

- software installations. 5. Imaged and configured 50 to 100 laptops and desktops daily for
- educational institutions.
- 6. Conducted assembly and installation of various hardware and software applications.

## **EDUCATION**

Associate of Applied Science in Computer Technology

Apr / 2018

Apr/ 2020

Tech Valley Community College

**耳** Seattle, WA

Focused on system configuration, networking, and technical support skills.