



ETHAN MARTINEZ

Product Configuration Technician

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📍 Los Angeles
🌐 www.qwikresume.com

SKILLS

System Assembly And Configuration



Software Installation And Troubleshooting



Device Configuration



Firmware Updates



Troubleshooting Skills



Remote Support



INTERESTS

📖 Birdwatching 🧳 Traveling
🏆 Sports Coaching 🧶 Knitting

STRENGTHS

🔗 Pragmatism 🍃 Sensitivity
❤️ Sincerity 📌 Stability

LANGUAGES



English



Spanish



Japanese

ACHIEVEMENTS

- 🌟 Streamlined the configuration process, reducing setup time by 20%.
- 🌟 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
📍 Chicago, IL

Blue Sky Innovations

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

📅 Apr / 2020-Apr / 2022
📍 Phoenix, AZ

Cactus Creek Solutions

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.
3. Installed networking cables and patch panels for Cisco switches, routers, and printers.
4. Served as Network Administrator, managing computer domains and 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

📍 Seattle, WA

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