

Hector E. Jiménez

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<http://ArtOfManifestation.click>

ABOUT ME

I have worked at various projects which involved PC repairs, re-imaging of PC's, installation of industrial **Multi-Function Devices** (printers with built-in scanners, fax, etcetera), anti-malware and viruses (ransom-ware), and server installs/repairs. I have a profile in <https://fieldnation.com/p/399264>

I am adept at learning new technologies in the professional work level, and during my free time. I would like to think that my educational experience at Arizona State University assists me in being adept in solving problems, and in learning new technologies. I also hope that my employment experience allows me an opportunity to work in various technical fields.

EDUCATION

ARIZONA STATE UNIVERSITY

Bachelor of Science in Mathematics

Last date of attendance: 05/2011

Year of study: Senior

KEY SKILLS

<i>Operating Systems</i>	DOS	Windows XP/7/10	Some Unix/Linux
	Android	Apple iOS	
<i>Microsoft products:</i>	Word 2013	Excel 2013	Outlook 2013
<i>Basic Web Design</i>	WordPress	HTML	CSS
<i>Miscellaneous:</i>	Spanish Speaking	Types at 75+ wpm	
<i>Technology Interests:</i>	Cyber-security	Ethical Hacking	Penetration (PEN) Testing
<i>New Language Interest</i>	Chinese	Japanese	Korean

PROFESSIONAL EXPERIENCE

Field Nation—New York, NY

2024-present

Various Buyers from <https://fieldnation.com/p/399264>

Mesmerize —New York, NY

04/2021 - 2024

Advertising Personnel - Contractor

- Update medical/educational posters in medical offices.
- Install new medical/education frames in medical offices.
- Participates in advertising campaigns by taking pictures of customers with appropriate advertising materials.
- Provides information to managers of issues that a medical office may have.

Smart Source —New York, NY

04/2016 - 03/2021

Field Technician—Project: Chase Manhattan Banks

- Supporting Chase banks at various locations in New York City.
- Performed tasks that involved the migration of PC's using Windows 7
- Performing swapping of parts on servers, data wipes, relocation of computer and/or bank equipment, and handling interactions with Chase I.T. to ensure compliance within required protocols.
- Documented equipment data such as make, model, and serial numbers, and summary reports for upper management.

Smart Source —Fort Lee, NJ

09/30/2020, 10/10/2020, 10/12/2020 - 10/14/2020

Field Technician—Project: Open Dental – Fort Lee Smiles

- Installed new servers, credit card PIN pad readers, document scanners, signature pads, and dental scanners for dental offices.
- Delegated feedback between end-users, and management team within Open Dental.
- Validated, and troubleshooted the operation of new devices with the Open Dental technical support team.

Smart Source —New York City

07/22/2020, 08/04/2020

Windows 10 Migration Technician – Project: Vitamin Shoppe

- Configured BIOS settings on POS registers so that it would be compatible with Windows 10 update.
- Performed backup by removing one of the hard drives in the SCSI RAID configuration.
- Delegated installation error messages to evaluate additional procedures that may be needed.

Smart Source — New York Metropolitan Area

05/2019 – 07/2019

Lead PC Deployment Technician—Project: Wilson & Elser

- Managed technicians with specified tasks that ensured progress of Windows 10 migration goals.
- Ensured migration of data from old to new PC's.
- Assisted in record keeping of computer technologies that were deployed.

- Provided post-support to end users the day after data migration, and deployment of specified PC's.
- Ensured that different levels of management were aware of updated PC's, and of any issues (technical, or otherwise) that may hinder project goals.

Smart Source—Brooklyn, NY

2/2016 - 04/2016

Deployment Technician—Project: Jewish Child Care Association

- Performed tasks that involved the migration of PC's using Windows 8.1
- Conferring with clients about the before, during, and after deployment of new PC's.
- Backing up of client's essential data.
- Installation of new PC equipment.
- Resolving any issues that may arise.
- Conferring with I.T. department about any unresolved issues.

Global Supplies—Brooklyn, NY

11/2015 – 01/2016

Data Processor—Seasonal Employee

- Processed online orders for third party vendors.
- Inputted and processed private customer data on SharePoint database, Amazon Business Services, and Excel.
- Familiarity with various software tools.
- Meticulous attention to detail

Scott's Flowers--New York, NY

02/2014 – 06/2015

Flower Shop Assistant & Delivery Person

- Dispatched deliveries: Coordinated with recipient the deliveries of flowers, optimized delivery routes, packaged flower arrangements, loading up of delivery bags for other delivery walkers, and delivery trucks, etcetera.
- Performed deliveries (walking/MTA).
- Cleaned vases, and refilled vase inventory.
- Cleaned refrigerator.
- Trash maintenance.

Smart Source—Brooklyn, NY

10/12/2015—10/23/2015

Field Support Consultant—Project: Jewish Child Care Association

- Performed tasks that involved the migration of PC's using Windows 8.1
- Conferring with clients about the before, during, and after deployment of new PC's.
- Backing up of client's essential data.
- Installation of new PC equipment.
- Resolving any issues that may arise.
- Conferring with I.T. department about any unresolved issues.

Insight Global—New York, NY

08/07/2015—09/24/2015

P.C. Technician Subcontractor – Project: New York University Medical Services

- Imaging of various PC's (Windows 10), and MAC's (OS X 10.11 – El Capitan, and OS X 10.10 - Yosemite) on both desktops, and laptops.
- Assisting in tracking inventory both physically and electronically.
- Deployment of PC's, and peripheral devices.

Insight Global—New York, NY

05/2013—11/2013

P.C. Technician Subcontractor – Project: Bank Of America

- Communicated with client on basic aspects of deployment of Window 8.0 PC's
- Assisted in inventory of computers and peripherals.
- Assisted in installation of new personal computers and peripherals.
- Deleted hard disk information using Department of Defense standards.
- Assisted in the cleaning of the bank premises.

Affinitas Call Center Services—Gilbert, AZ

10/2010—02/2011

Comcast National Chat Support Representative

- Assisted national Comcast customers with online login issues via chat.
- Verified user's account information via chat and phone.
- Provided password resets to customer's online Comcast accounts.
- Disclosed account related information to customers when needed.
- Redirected customer's to appropriate chat departments when needed.

Arizona State University Bookstore—Tempe, AZ

12/2008—03/2010

Computer Operator

- Data processing of point-of-sales data (from all ASU campuses), data processing macros, Stock-Keeping-Units, etc.
- Provided assistance with point-of-sales communications with credit card vendors.
- Performed maintenance upgrades for PC's; resolved hardware and software problems.