

## Experience

### Technical Support Engineer

January 2008 - Present Bluehost.com Inc. Orem, UT

- Work directly with customers via phone, email, and chat to troubleshoot hosting issues: configurations, domain conflicts, email, website design flaws and vulnerabilities
- In a Linux hosting environment, work daily with command line (SSH), MySQL, Dreamweaver, Flash, email and FTP clients to ensure an effective solution to any customer concern

### Dell XPS Tier Tech Agent

March 2007 - January 2008 Teleperformance USA, Lindon, UT

- Assisted all XPS Computer system problems
- Solved issues in all technical areas
- Provided expertise for all software and hardware

### Store Manager

September 2006 - March 2007 Cricket Cellphone Company Provo, UT

- Provided customer service
- Tracked inventory and sales
- Maintained and repaired store's network and computers
- Handled payments

### Customer and Technical Support Agent

May 2006 - September 2006 Sento Corporation Orem, UT

- Provided technical phone support with a video and VoIP phone
- [Set up phone service in home and business networks
- Activated network, forwarded and opened ports
- Provided complete service at corporate level

## Education

Utah Valley University, Orem, UT

2007-Present

- Pursuing MS in Computer Science with emphasis in Network Engineering 2012

Mountainland Applied Technology College, Orem, UT

Pursuing CCNA

Received CompTIA A+ Certified Professional IT Technician

Dell, Lindon, UT

Completed Certification Requirements and Evaluation of Dell Tier 2

## Languages

Spanish, English

## References

References are available on request.