

LIONEL HERNANDEZ

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VALID CERTIFACATES

- A+ Certified Service Specialist
- Network +
- Security +
- CEH

COMPUTER SKILLS

- Windows 10 / 7
- Hardware / software
- Network Technologies

PROFESSIONAL EXPERIENCE

Insight Global - ADT

May 2019–Apr 2021

Field Technician

- Upgrade Alarms from G3 to G4 LTA
- Upgrade / Flash software to latest OS
- Demonstrate & explain to customers new features
- Maintaining parts inventory

Insight Global – Vallarta Supermarkets

Jul 2018 – Jan 2020

Field Technician Repair on site POS

- Repair on site POS
- Upgrade of computer to windows 10
- Deployment of new PC, printers, routers, wireless antennas
- Support users hardware/software

Freelance

Aug 2017–Jun 2018

- Work in small projects
- Repair and upgrade Desktops / Laptops
- Removal of Malware & Adware

Apex – State Farm

Oct 2016- Jul 2017

Field Installer

Sep 2015- Jul 2016

- Upgrade of Dell PC desktops and customization
- Deployment of Dell Network Printers
- Data migration and restoration
- Gathered hardware inventory and ship old equipment

CompuCom – State Farm

Sep 2014 - Jul 2014

Field Installer

- Deployment of Dell Laptops, Network Printers and Scanners
- Trained users after system migration
- Upgrade of hardware and software
- Data migration
- Gathered hardware inventory and ship old equipment

Kforce

2013

Field Installer

- Migration from Windows XP to Windows 7
- Customization of new PC's to company standards
- Upgrade of hardware and software
- Backup and restoration of data
- Gathered hardware inventory

Compucom – State Farm

2009-2013

Field Installer

(various contracts)

- Deployment of PC, Printers and Scanners
- Migration from Windows XP to Windows 7
- Trained end users before and after system migration
- Upgrade of hardware and software
- Data migration and backup

Freelance

2009

- Remove viruses and/or ad-aware
- Install small Networks (wire/wireless)
- Repair and service Desktops
- Video Teleconferencing
- Install and configure Software

Getronics – State Farm

2008

Field Installer

22 months contract

- Installation of servers – Windows 2003
- Upgrade of hardware & software
- Data backup and retrieval
- Deployment of PC & Laptops

Freelance

2004

- Installation and upgrade of wire/wireless networks
- Hardware and Software support for small offices
- Installation, repair and upgrade of PC's

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|---|-------------------|
| Sedona Group - IBM – State Farm Field Installer / Customer Support | 2003 5 months |
| <ul style="list-style-type: none"> • Upgrade of Windows NT to XP workstations • Installation and upgrade of Windows Servers • Deployment of new computer and customization • Participated in specialized projects as required | |
| The Computer Merchant, LTD. IndyMacBank Senior Analyst / Help Desk 800+ users | 2003 6 months |
| <ul style="list-style-type: none"> • Install, configure and deployment of PC's, Laptops, printers • Assist users on Microsoft Office Suite - Excel, Word, PowerPoint and Outlook • Troubleshooting on NT 4 and Windows 2000 workstation. (Compaq DeskPro and EVO) • Install and configure proprietary software • Phone support / troubleshooting | |
| Modis - DCFS – (Department of Children and Family Services). Analyst II / Technician 800+ users | 2002 21 months |
| <ul style="list-style-type: none"> • Install and configure proprietary software for DCFS (CWS/CMS, JADE, WCMIS, MEDS, CWTAPPS, SMP, STATS, APPS, TNUTS) • Assist users on Microsoft applications • Installation and troubleshooting of hardware (printers local/network, Novell Client, scanners, laptops, digitals cameras, zip/jazz drives, PDAs, etc. • Maintenance of equipment and/or spare parts inventories • Provided technical support services to user of system in multi network environment. | |
| TriStaff Kaiser Permanente & Children Hospital – LA Installer / Technician | 2000 4 months |
| <ul style="list-style-type: none"> • Back up of user Data through Ghost • Installation and upgrade of software (Windows 95 –NT 4) • Break/fix • Roll-Out from Windows 95 – NT 2000 • Troubleshot network usage and computer peripherals • Setup new users' workstations. Installed new applications | |
| System One - Edison South of California Installer / Technician | 2000 3 months |
| <ul style="list-style-type: none"> • Roll-Out from Windows 95 – NT 2000 • Outlook Migration to GroupWise • Installation and upgrade of hardware/software | |

- Sedona Group** 2000
Installer
- Installation and upgrade of NT 4 workstation
 - Upgrade of software
- Kelly Services - LEXICON** 1999
Help Desk 3 months
- Upgrade of hardware and software (Novell, Windows 98)
 - Phone support and on-site customer service
 - Troubleshooting
 - Ghost
- RCM Technologies -Sprint PCS** 2000
Installer
- Installation and upgrade of software
 - Ghost
- IBM – Sedona Group** 1999
Installer 3 months
- Installation and upgrade of NT server
- Upgrade of software
 - Upgrade Laptops
- American Stores Company, Southern California locations** 1984 - 1998
General Merchandise Manager
- Computerized order input and receiving
 - Trained and provided feedback to new personnel
 - Provided phone support and on-site customer service
 - Managed inventory at cost effective levels
- EQUIPNET Inc. Pasadena, CA** 1993 - 1994
Office Support
- Data entry implementation and design
 - Back up Dbase files on Novell 3.1 Network
- OTHER SKILLS**
- Bilingual (Spanish)
 - Electronic background