

LIONEL HERNANDEZ

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Valid Certificates (NOT expired).

A+ Certified Service Specialist
Network +
Security +

COMPUTER SKILLS

Windows 10 / 7
A+ hardware
Network Technologies

PROFESSIONAL SUMMARY

- Over 15 years of experience in the I.T. I provided services that ranged from telephone support, PC installment, upgrades, refresh, repairs and administrative functions.
- Been a team leader and a team player with the ability to resolve complicated task, and interact with users, co-workers and management.
- Have working knowledge of the following environment: (DOS, Novell 4.11, Windows 3.x , 95/98/NT 4.0, 2000/ XP/ Vista, Windows 7 and Windows 10.

PROFESSIONAL EXPERIENCE

Insight Global – Vallarta Supermarkets

Jul 2018 – Jan 2020

Field Technician

- Repair on site POS
- Upgrade of computer to windows 10
- Deployment of new PC, printers, routers, wireless antennas
- Help Corp 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

K-force

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

Sedona Group - IBM – State Farm

2003

Field Installer / Customer Support

5 months

- 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 2003
Senior Analyst / Help Desk 800+ users 6 months

- 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) 2002
Analyst II / Technician 800+ users 21 months

- 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, digital 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 2000
Installer / Technician 4 months

- 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
- Troubleshoot network usage and computer peripherals
- Setup new users' workstations. Installed new applications

System One - Edison South of California 2000
Installer / Technician 3 months

- 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
<ul style="list-style-type: none"> • Upgrade of hardware and software (Novell, Windows 98) • Phone support and on-site customer service • Troubleshooting • Ghost 	
RCM Technologies -Sprint PCS	2000
Installer	
<ul style="list-style-type: none"> • Installation and upgrade of software • Ghost 	
IBM – Sedona Group	1999
Installer	3 months
Installation and upgrade of NT server	
<ul style="list-style-type: none"> • Upgrade of software • Upgrade Laptops 	
American Stores Company, Southern California locations	1984 - 1998
General Merchandise Manager	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • Data entry implementation and design • Back up dBase files on Novell 3.1 Network 	
OTHER SKILLS	
<ul style="list-style-type: none"> • Bilingual (Spanish) • Electronic background 	