
DASHIEL SANCHEZ

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HELP DESK TECHNICIAN

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

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|--|---|--|
| <input type="checkbox"/> Help Desk Ticketing Systems | <input type="checkbox"/> Phone & Online Support | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Problem Diagnosis | <input type="checkbox"/> Microsoft 365 Support | <input type="checkbox"/> Windows/Linux/macOS |
| <input type="checkbox"/> Technical Troubleshooting | <input type="checkbox"/> Routing and Switching | <input type="checkbox"/> Hardware Assessment |

TECHNOLOGY PROFICIENCIES

- Ticketing:** Spiceworks, BMC Footprints
Software: Active Directory, Microsoft 365 Suite, Raptor, Configurator 2
Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox
Networking: Cisco Routers and Switches, Wireless Access Points, DHCP, VPN, DNS
Platforms: Windows 10 Enterprise, macOS, Android, iOS, Linux
Virtualization: VMware ESXi/vSphere, VMware Workstation, VirtualBox

IT SPECIALIST EXPERIENCE

Windows Server 2019/Windows 10/ESXi Virtual Machine | Hands-On Virtual Labs

- Installed and setup Workstation, ESXi, Windows Server 2019, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2019 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2019 domain settings, server name, TCP/IP settings, and remote desktop.

Networking/Network Automation | Hands-On Virtual Labs

- Designed a simple networking infrastructure topology using GNS3
- Configured DHCP server, VTP, OSPF, BGP, IKE, TACACS, and VLANS.
- Used Python and tools such as Netmiko/Nornir to push out configurations to devices.

WORK EXPERIENCE

Houston Independent School District, Houston, TX

IT Customer Service Representative

8/2021 - Present

- Troubleshooting hardware or software related issues for teachers, staff, and students.
- Managing technology inventory through TipWeb and other methods.
- Using FootPrints as a ticketing system to document work done.
- Utilizing cloud services such as Microsoft 365 and G-Suite for everyday tasks and sharing information with coworkers.

Insight Global, Houston, TX

IT Field Technician

5/2021 – 7/2021

- Performed hardware assessments for the hundreds of student and teacher devices.
- Re-imaged problematic Windows computers for district users.
- Reset and restored Chromebooks and iPads through a mobile device management system.
- Troubleshooted application-related issues for users' computers.

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- Mapped and installed network printers for district users both on Windows and Mac devices.

Juan's Chassis and Alignment, Houston, TX

6/2010 – 1/2021

Service Writer

- Informed customer of complications, detailed repair plan, and timeline.
- Used ticketing software to calculate quotes for repair of clients' vehicles.
- Integrated Microsoft software for financial purposes.
- Maintained and configured workstations, printers, and other network devices in the business.
- Trained new employees for their respective positions.

EDUCATION & CREDENTIALS

Bachelor of Science in Mechanical Engineering

University of Houston, Houston, TX

Cisco Certified Network Associate (CCNA)

Associate of Applied Science in Computer Systems Networking

Houston Community College, Houston, TX