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## 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 |

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### TECHNOLOGY PROFICIENCIES

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- Ticketing:** BMC Footprints  
**Software:** Active Directory, Microsoft 365 Suite, Google Suite, Raptor  
**Hardware:** Interactive Projectors, Document Cameras, Docking Stations, Clevertouch  
**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

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### WORK EXPERIENCE

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Houston Independent School District, Houston, TX

#### IT Customer Service Representative

8/2021 - Present

- Troubleshoots hardware or software related issues for teachers, staff, and students.
- Manages technology inventory through Asset Management software and Excel spreadsheets.
- Uses FootPrints as a ticketing system to document work done and escalates issues to admins.
- Utilizes cloud services such as Microsoft 365 and G-Suite for everyday tasks and shares information with coworkers.
- Cooperates with the network operations center to solve network-related problems in a timely manner.
- Communicates problems and resolutions through phone, MS Teams, or e-mail to co-workers.
- Sets up audio and visual equipment for special occasions.
- Documents and sends damaged student laptops to vendor for repair under ADP.

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.
- Mapped and installed network printers for district users both on Windows and Mac devices.
- Found solutions to complicated hardware issues such as unsupported hardware or marquee issues.

Juan's Chassis and Alignment, Houston, TX

#### Service Writer

6/2010 - 1/2021

- 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.

## IT SPECIALIST EXPERIENCE

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### **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.

### **Linux/TryHackMe.com | Hands-On Virtual Labs**

- Used a hypervisor to install different Linux distributions to try them out.
- Practiced and learned the basics of the Linux terminal.
- Received six badges so far in TryHackMe.com.

### **Self-Marketing Website | Amazon Web Services**

- Created a self-marketing website using a HTML editing software called NicePage.
- Configured AWS to host the website at a low cost compared to other website hosting services.
- Paid for a domain name to link to the website using Route 53.

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## EDUCATION & CREDENTIALS

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- ❑ **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