

Miguel Gonzalez

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EDUCATION

San Jose State University, Lucas College of Business
Bachelor of Business Administration, *Management Information Systems*

San Jose, CA
Dec 2014

Relevant Coursework

- Database Management Systems
- Systems Analysis & Design
- Web Application Design
- Business Strategy & Info Systems
- Networking and Telecommunications
- Business Programming

TECHNICAL SKILLS

Operating Systems

- Windows XP, Vista, 7, 8
- Unix
- Linux Fedora, CentOS, Ubuntu
- Windows Server 2008/2012
- Mac OSX

Web Development

- HTML, CSS & PHP
- Dreamweaver
- Javascript
- ASP and .Net
- Python

Databases & Network Management

- Microsoft SQL Server
- MySQL
- Microsoft Access
- TCP/IP, POP3 and SMTP

Programming Languages

- Java
- C#
- Python
- Basic

PROJECTS

College Graduate Recruiting Database

- Created, along with two team members, a working web-based database that allowed potential recruiters to select college graduates and view reviews and ratings from their peers using a combination of MS Access, Excel, HTML, and Visual Studio.

Personal Website

- Planned and developed a website for displaying my personal narrative, resume links, and some of my favorite websites using Adobe Dreamweaver, Photoshop and HTML.

EXPERIENCE

Technical Support Agent

iCRco

Goleta, CA
July 2017 – present

- Preview and assign all incoming tech support cases using osTicket and Sage CRM
- Follow up calls to gather more in-depth information and establish priority level of all new cases
- Assist Tier 1 cases and document all interactions and actions taken

Helpdesk Specialist

Imperva, Inc.

Redwood City, CA
Aug 2014 – June 2017

- Administration and updates of Active Directory accounts
- Maintenance and upgrades on all Mac, Lenovo, and Dell laptops for employees
- Handling and assigning new and existing Helpdesk cases which deal with issues from password resets, new account creation, various laptop problems, and various software issues.

Lab Intern

Hitachi Data Systems

San Jose, CA
June 2013 – Jan 2014

- Created and ran systems administration and worked on web-based apps for virtual network servers and virtual machines utilizing VMware vSphere, vCenter and ESXi software.
- Assisted lab managers in physically moving and reconfiguring various network servers and storage servers in a data center environment.