

Mike Sanchez

Looking for field work to make wife happy ;)

Walterboro, SC 29488

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+1 843 635 5497

- Analytical ability and high technical aptitude, capable of critical thinking.
- Able to assess customer needs and develop appropriate solutions.
- Problem solver, can work in a sometimes-unstructured environment.
- Professional and courteous with client representatives, internal stakeholders.
- Highly Proficient and Computer literate.
- Very self-motivated and capable of working effectively without direct supervision.
- 40+ years excellent and safe driving record.

Authorized to work in the US for any employer

Work Experience

Rideshare Driver - Independent Contractor

Uber / Lyft-Charleston, SC

October 2022 to Present

Premier Service Level Driver throughout Charleston SC.

Transporter/Driver

WTS Transport Services-Charleston, SC

March 2024 to April 2024

VIP Driver for high level executives, sponsors, athletes and guests of the Credit One WTA event throughout Charleston SC.

4G/5G Field Support Technician

NetScout / Newfield Wireless-Berkeley, CA

June 2021 to September 2022

- Mobile Continuous Wave data collection 4G/5G, RX/TX systems at various carrier locations (ATT, Verizon, T Mobile).
- Supported Field Engineers doing equipment setup, also drove field test vehicles in target markets (Dallas, Chicago, Reno, San Francisco, Los Angeles, Idaho, Wyoming, Montana, Colorado).
- Assisted as a Project Coordinator, scouting and evaluating future test sites (Towers, Buildings, Residential Areas, Remote sites).

Medical Courier

Dash Courier & Logistics-Charleston, SC

April 2021 to June 2021

Delivered medical specimens and interoffice mail throughout Charleston SC.

Information Resource Consultant II - IT Field Support Engineer

SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES-Columbia, SC

November 2011 to August 2020

Installed, configured and troubleshooted Dell computers, servers, Xerox copiers and printers, along with Avaya VOIP phones. Maintained operating systems (Windows 7, 8.1 & 10) along with MS software. Performed routine preventive maintenance on hardware (PC, Laptops, Tablets). Used various methodologies and remote tools (SCCM). Provided user access requests and device setups in Active Directory daily.

Managed a team of Field Support Engineers. Assisted Network Operations with network upgrades. Worked with 3rd Party Vendors on agency wide PC refresh. Advised agency management on the most strategic use of technology.

Ensured a high-level of customer service and support.

Skills

- Strong Work Ethic
- Dedicated and Loyal
- Committed to Customer Service (10+ years)
- Determined and Focused
- Adaptable to changes
- Passion for learning
- Bilingual
- Organizational skills
- Communication skills
- Continuous improvement

Languages

- English - Fluent
- Spanish - Fluent