

Miguel Gutierrez

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Recent IT graduate offering a strong academic background in IT combined with rigorous experience as a hands-on IT Field Technician intern. Consistently recognized for technical trouble shooting skills used to resolve technical issues rapidly and cost-effectively.

Skills

- **Software:** Office 365, Zoom, ServiceNow, Bomgar, PC Mover, Lansweeper, Global Protect, RSA, Jamf
- **Systems:** Linux, Windows, Mac OS, Mobile Device
- **Customer Service:** Technical support, User communication, Issue resolution

Experience

KLA

Information System Analyst

Milpitas, CA

February 2024 – December 2024

- Technical troubleshooting within the enterprise including system crashes, slow-downs, and data recoveries
- Skilled in facilitating the onboarding process for new hires, including configuring and provisioning Mac OS/Windows laptops to ensure a seamless integration into the company
- Resolve and close over 350+ service tickets using ServiceNow, demonstrating strong problem-solving skills and commitment to efficient issue resolution
- Provide technical support for Mac OS and Windows users
- Provide technical support for mobile devices and Zoom rooms
- Provide remote technical support using Bomgar by troubleshooting and resolving user issues, or installing software needed by the user.
- Manage inventory tracking by maintaining accurate records of stock levels, conducting regular audits, and ensuring timely replenishment to support operational efficiency.

Costco Wholesale

Front-End Assistant

San Jose, CA

October 2020 – October 2024

- Gained over 500+ hours of customer service and communication experience
- Maintain a clean, safe, and friendly environment for customers
- Facilitate customer experiences by efficiently guiding them to locate and retrieve items
- Uphold high standards that Costco and the Costco customers expects from everyone

Education

Year Up San Jose

IT Training

San Jose, CA

August 2023 – July 26

- Year Up is a leading one-year career development program that includes college-level courses, professional training, and a six-month internship
- Accrue 200+ hours of hands-on training in software and hardware parts of a computer
- Earning 16 college credits towards associate degree at Mission college
- Relevant courses include Business Communication | Business Computing Lab | Linux Essentials | Intro to IT Hardware and Software

Fullstack Cybersecurity Bootcamp, San Jose State University

Cybersecurity Bootcamp Certification

San Jose, CA

May 2021 – November 2021

- *Emphasis on blue team and red team fundamentals*
- *Classes: Cybersecurity Fundamentals, Asset and Inventory Management, Network Systems, Programming with Python, System Administration*

Awards and Honors

- Year Up: Professional of The Week *October 2023*
- San Jose State University Cybersecurity Bootcamp Certification *November 2021*