

Contact

albertomoreno0224@gmail.com

www.linkedin.com/in/alberto-moreno-728798bb (LinkedIn)

Top Skills

Web Development

Graphic Design

New Business Development

Languages

English (Native or Bilingual)

Spanish (Native or Bilingual)

Alberto Moreno

CAD Operator & Civil Engineering Student
Richardson, Texas, United States

Summary

Experienced Computer Technician with a demonstrated history of working in the information technology and services industry. Skilled in Computer/Server Hardware Assembly, Microsoft Active Directory, Customer Service, and Team Leadership.

Experience

Kimley-Horn

Computer Aided Design Drafter
February 2023 - Present (1 year 1 month)
Richardson, Texas, United States

LDWS

Self Employed
November 2020 - February 2023 (2 years 4 months)
Garland, Texas, United States

Experienced in Inventory Count
Experienced in Billing Accounting
Assisted in Graphic Designing
Experienced in 3D printing and laser cutting machinery
Shipping and procurement
Customer Service Representative

Helion Technologies

3 years 2 months
Desktop Support Analyst
December 2018 - November 2020 (2 years)
Dallas/Fort Worth Area

Provide managed support services for 50+ clients.
Receive incoming support calls and emails. Contact user back within SLA to resolve or escalate any occurring issues

PC Technician

October 2017 - January 2019 (1 year 4 months)

Creating and terminating user accounts for clients; daily receiving and tracking of deliveries of equipment and supplies; and supporting, diagnosing, repairing, upgrading and installing relevant software on PC's and other related hardware.

Garland Computers

Lead Computer Technician

June 2015 - September 2017 (2 years 4 months)

Dallas/Fort Worth Area

-Supervise, quality check and assist other Computer Technicians as well as other employees on a daily basis.

-Travel to data centers to Install servers in clients racks.

-Occasionally assist customers with configuring their servers and/or workstations via phone, email, and in person.

Education

Remington College-Dallas Campus

Associate's degree, Computer Networking Administration · (2017 - June 2018)