

Benjamin Cazares

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Richardson, TX 75080
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Objective

As a former CCNA I wish to obtain a position that will utilize my knowledge of computer networks, as well as 4 years of support experience that I have gained thus far.

Experience

September 2002-August 2005 San Jacinto College Pasadena, TX

Help Desk Assistant:

- Aided over 500 faculty and staff via the telephone and email with various computer and other technology issues.
- Assisted employees with various Microsoft application issues.
- Evaluated possibility of maintenance on computers.
- Created computer maintenance request within the HEAT call logging system.
- Experienced in troubleshooting FORD A/V systems.
- Experience with Citrix systems.
- Assisted users in troubleshooting MAC OS X

August 2005- Present Cellhire LLC Garland, TX

Technical Support:

- Provide global support for Cellhire customers via the telephone and email.
- Evaluated possibility of maintenance on rented phones.
- Experience with troubleshooting various GSM, 3G, and satellite phones.
- Experienced in troubleshooting possible SIM card issues.
- Assisted customers with issues regarding various cellular service providers including the following: T-Mobile, Nextel, and Cingular.

Education

August 2002-May 2005 San Jacinto College Pasadena, TX

Associates Degree: General Studies

- Deans List: August 2002-May 2004

August 2005-Present University of Texas: Dallas Richardson, TX

Bachelors Degree: Telecommunication Engineering

- Graduation date: December 2007 (Tentative)

References are available upon request.