Alejandro Kalani

Tech

Self-taught Tech & Web developer. Excellent problem-solving, sleuthing, written and verbal communication skills. Excellent empathy, active listening, and resiliency skills. Strong attention to detail and time management skills.

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PROFESSIONAL EXPERIENCE

L2 Field Tech / Desktop Support
U.S. Bank

04/2023 - Present   *Tempe, AZ*

Achievements/Tasks
- White Glove service, Assisting users onsite set up new device

Client Services Field Tech Project | Contract
Cedars Sinai

09/2022 - 01/2023   *Beverly Grove, CA*

Achievements/Tasks
- Remediated local user accounts on Mac

Windows 10 Migration Project | Contract
Providence

02/2022 - 08/2022   *Torrance, CA*

Achievements/Tasks
- Imaged devices, loaded software, & deployed to multiple sites.

Web Developer
Freelance

01/2020 - 01/2022   *Remote / Los Angeles, CA*

Achievements/Tasks
- Designing, building, & maintaining websites

IT Support Technician | Contract
Snap Inc.

12/2018 - 01/2020   *Santa Monica, CA*

Achievements/Tasks
- Provided local technical support to over 5,300 users on MacOS, Windows, & Linux environments

Tier 2 IT Support | Internship
Sony Pictures Entertainment

02/2018 - 08/2018   *Culver City, CA*

Achievements/Tasks
- Serviced an average of 3,500 users. Provided on site & remote technical support resolving an average of 8% of corporate IT Incidents
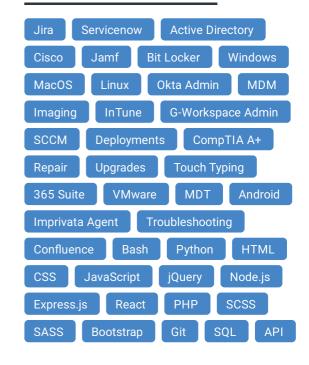
Service Technician
Frys Electronics

06/2016 - 05/2017   *Burbank, CA*

Achievements/Tasks
- Repaired, upgraded, maintained, diagnosed computer malfunctions with technical skills, hardware, & software.

SKILLS & SOFTWARE

Jira · Servicenow · Active Directory · Cisco · Jamf · Bit Locker · Windows · MacOS · Linux · Okta Admin · MDM · Imaging · InTune · G-Workspace Admin · SCCM · Deployments · CompTIA A+ · Repair · Upgrades · Touch Typing · 365 Suite · VMware · MDT · Android · Imprivata Agent · Troubleshooting · Confluence · Bash · Python · HTML · CSS · JavaScript · jQuery · Node.js · Express.js · React · PHP · SCSS · SASS · Bootstrap · Git · SQL · API

PROJECTS

Portfolio Page (01/2020 - Present)
- Designed, managed & deployed on GitHub pages

CERTIFICATIONS

CompTIA A+ (01/2015 - 01/2018)

PC Pro

Network Pro

LANGUAGES

English
Native or Bilingual Proficiency

Spanish
Native or Bilingual Proficiency

INTERESTS

Coding · Nature · Animals · User Experience · Design · Architecture · Technology · Electric Vehicles · Tea