

# ACIJAM OTXOA

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## SKILLS

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- Bilingual English Spanish
- Jobsite/Remote Training
- O365 Administration
- HTML, XML, CSS, JavaScript
- Active Directory
- Windows, macOS, iOS, Android
- Website Developer/Designer
- System Migrations and Support
- Exceptional troubleshooter

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## EXPERIENCE

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**SERVICE DESK ANALYST II** Orion Group Holdings, Inc. / Dallas, TX 2017 – Present

- Configure systems remotely and site visit ensuring training, trust, and strong client relationships
- Resolve cyber issues/tickets in a timely manner with training to ensure customer satisfaction
- Configuration and administration for corporate Unified Communications (Cisco Call Manager, Unity, Jabber, Cisco IP Phones)
- Exchange/Office 365 support, maintenance, and administration
- Active Directory support and Administration (Group policy, permissions, account provisioning)
- Network printer setup
- Train users to use company software and equipment via video conferencing or site visit
- Maintain and set up Microsoft Teams conference rooms to ensure IT and Audio/Video equipment operates properly
- Create and refine documentation relating to the set up and configuration of each Office 365 service

**MOBILITY ANALYST II** Orion Group Holdings, Inc. / Dallas, TX 2017 – 2019

- Troubleshoot and solved telecom and mobility problems
- Worked with vendors to procure mobility devices and equipment
- Installed company catalog applications with IBM MaaS360
- Managed mobile lines, data plans and features in AT&T Premier
- Trained mobility users over the phone or by site visit

**TECHNICAL SUPPORT SPECIALIST** Alazne / Denton, TX 2011 – 2016

- Installed and maintained computer systems and networks
- Performed preventative maintenance in all peripherals
- Supported Windows/Mac computers
- Provided complete recoverability of systems and applications
- Virus and malware/adware removal

**WEB DESIGNER/DEVELOPER** Alazne / Denton, TX 2011 – 2016

- Website designed and developed based in client's expectations
- Creation of a few demo pages for client approval
- Created front-end code that meets design specifications
- Designed graphics, animations and digital photographs
- Wrote HTML & CSS suitable for dynamic web sites

**SUPPORT SPECIALIST II** Texas Woman's University / Denton, TX 2006 – 2011

- Website content creation and development for the College of Professional Education
- Setup modules for long distance classes in Blackboard
- Designed and implemented SQL, Excel and Access databases for content storage and retrieval
- Installed and upgraded hardware and software
- Translated into Spanish college material

**WEBMASTER ASSISTANT** Columbia Basin College / Pasco, WA 2003 – 2006

- Website designed and developed for college departments
- Created and designed Bilingual quarterly class schedules
- Ran scripts to ensure all webpages were functioning correctly

- Edited video and audio
- Designed custom graphics and digital photographs

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## EDUCATION

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<b>BACHELOR OF ARTS IN SPANISH</b>	University of North Texas / Denton, TX	December 2014
<b>ASSOCIATE IN APPLIED SCIENCE IN COMPUTER SCIENCE</b>	Columbia Basin College / Pasco, WA	June 2006