

# ACIJAM OTXOA

## SKILLS

- 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

## EXPERIENCE

<b>SERVICE DESK ANALYST II</b>	Orion Group Holdings, Inc. / Dallas, TX	2017 – Present
<ul style="list-style-type: none"><li>• Configure systems remotely and site visit ensuring training, trust, and strong client relationships</li><li>• Resolve cyber issues/tickets in a timely manner with training to ensure customer satisfaction</li><li>• Configuration and administration for corporate Unified Communications (Cisco Call Manager, Unity, Jabber, Cisco IP Phones)</li><li>• Exchange/Office 365 support, maintenance, and administration</li><li>• Active Directory support and Administration (Group policy, permissions, account provisioning)</li><li>• Network printer setup</li><li>• Train users to use company software and equipment via video conferencing or site visit</li><li>• Maintain and set up Microsoft Teams conference rooms to ensure IT and Audio/Video equipment operates properly</li><li>• Create and refine documentation relating to the set up and configuration of each Office 365 service</li></ul>		
<b>MOBILITY ANALYST II</b>	Orion Group Holdings, Inc. / Dallas, TX	2017 – 2019
<ul style="list-style-type: none"><li>• Troubleshoot and solved telecom and mobility problems</li><li>• Worked with vendors to procure mobility devices and equipment</li><li>• Installed company catalog applications with IBM MaaS360</li><li>• Managed mobile lines, data plans and features in AT&amp;T Premier</li><li>• Trained mobility users over the phone or by site visit</li></ul>		
<b>TECHNICAL SUPPORT SPECIALIST</b>	Alazne / Denton, TX	2011 – 2016
<ul style="list-style-type: none"><li>• Installed and maintained computer systems and networks</li><li>• Performed preventative maintenance in all peripherals</li><li>• Supported Windows/Mac computers</li><li>• Provided complete recoverability of systems and applications</li><li>• Virus and malware/adware removal</li></ul>		
<b>WEB DESIGNER/DEVELOPER</b>	Alazne / Denton, TX	2011 – 2016
<ul style="list-style-type: none"><li>• Website designed and developed based in client's expectations</li><li>• Creation of a few demo pages for client approval</li><li>• Created front-end code that meets design specifications</li><li>• Designed graphics, animations and digital photographs</li><li>• Wrote HTML &amp; CSS suitable for dynamic web sites</li></ul>		
<b>SUPPORT SPECIALIST II</b>	Texas Woman's University / Denton, TX	2006 – 2011
<ul style="list-style-type: none"><li>• Website content creation and development for the College of Professional Education</li><li>• Setup modules for long distance classes in Blackboard</li><li>• Designed and implemented SQL, Excel and Access databases for content storage and retrieval</li><li>• Installed and upgraded hardware and software</li><li>• Translated into Spanish college material</li></ul>		
<b>WEBMASTER ASSISTANT</b>	Columbia Basin College / Pasco, WA	2003 – 2006
<ul style="list-style-type: none"><li>• Website designed and developed for college departments</li><li>• Created and designed Bilingual quarterly class schedules</li><li>• Ran scripts to ensure all webpages were functioning correctly</li></ul>		

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

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## EDUCATION

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**BACHELOR OF ARTS IN SPANISH**

University of North Texas / Denton, TX

December 2014

**ASSOCIATE IN APPLIED SCIENCE IN COMPUTER SCIENCE**

Columbia Basin College / Pasco, WA

June 2006