

# Miguel Perez

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## SUMMARY

Dedicated Multi-Faceted IT Specialist, with a strong background in maintaining and optimizing computer hardware and software systems. Highly skilled in troubleshooting, preventive maintenance, and installing software and hardware for various computer systems. Computer Science graduate and current Network Systems student with a keen eye for detail and a proactive approach to problem-solving. Seeking to leverage my technical expertise and leadership skills to ensure efficient and reliable maintenance operations.

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## EXPERIENCE

### Senior Computer Technician

#### GTS Technology Solutions

08/2022 - Present, Houston

- Managed parts inventory. Foreplanning of future use of stock parts.
- Directly oversee 5-8 employees and provide guidance, communicate daily expectations and manage repaired unit quality.
- Developed a Quality Assurance dashboard for monitoring departmental quality.
- Assisted in authoring SOPs, floor plans, Instructional Materials, and Departmental Excel Sheets.
- Participated in vetting and interviewing candidates.
- Assisted in planning of summer refurbishment projects.
- Communicated with OEMs to resolve device issues, and update departmental policy to meet ASP contractual agreements.
- Refurbished PC systems and peripherals such as monitors, networking equipment, printers, etc.
- Imaged and prepared new computers for integration into company networks and systems.
- Performed installation, maintenance, and repair for complex internal computer hardware and various software applications.
- Consistently Meet and Exceed repair KPI's.

### Computer Repair/Software Technician

#### Self Employed

01/2011 - Present, Houston

- Diagnose and repair customer computers, repair or replace hardware components, install up-to-date hardware, or perform Operating System restorations/re-installations.
- Provide training to customer on how to use their computer and navigate the web.
- Perform simple network installations in-home.
- Perform desktop computer setups.
- Assist with home networking and printers.

### Computer Repair Technician

#### CSAT Solutions

10/2021 - 05/2022, Houston

- Diagnose and repair customer computers, and repair or replace hardware components.
- Parts handling and parts return.
- Diagnose portable computers, document visual, mechanical, electronic, or software-related defects, order parts and replace parts on the unit.
- Met and consistently exceeded KPIs and was a top performer in my area.

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## EDUCATION

### Computer Network Systems - Cybersecurity Focus, A.S.

Houston Community College • Houston • 2025

### Bachelor of Science in Computer Science

Inter American University of Puerto Rico • Aguadilla • 2017

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## CERTIFICATIONS

### Leadership Academy

GTS Technology Solutions • 2024

- Coursework includes Time Management, Personal Branding, Public Speaking, Conflict Resolution and Strategic Planning.
- Mentorship provided by GTS CEO, Britta Butler.

### A+

CompTIA • 2022

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## SKILLS

Planning, Inventory, Microsoft Office, SAP, Virtual Private Networks (VPN), Virtualization, Linux, Mobile Devices, Technical Support, Imaging, PfSense, Microsoft Windows, Troubleshooting (Problem-Solving), Quality Control, Web Servers, Computer Science, Teamwork, Communication, Management, Spanish, English

Hard Skills: Milestone, Assessment Hard Skills: Leadership, Cross Functional, Document, Plan