

Irvin Ly

IT Technician - ProActive Business Solutions Inc

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Work Experience

IT Technician

ProActive Business Solutions Inc - San Jose, CA

October 2016 to Present

Working in a team to disconnect and reconnect user workstations.

- Post-Move Employee troubleshooting support.
- Moving throughout Silicon Valley to various business clients.

Security Officer

Securitas - San Jose, CA

January 2016 to Present

Monitor high-value technology, and detect and deter potential threats to client's employees.

- Inspect and adjust hardware equipment and cooling equipment in Server rooms.
- Assist client's employees and guests in welcoming and guiding to important buildings and meetings.
- Maintain Logs of equipment and property damage, theft, unauthorized trespassers and strange occurrences.

Milpitas - Dot.Com Associate

Walmart

July 2014 to December 2015

Troubleshoot customer order issues via smartphone apps and desktop web browsers.

- Indexing Fedex, UPS, Yellow Freight packages and report/document/replace packages lost in transit.
- Exceeding sales and shipping goals set by Management

Skills

- disassembly (5 years)
- Linux (5 years)
- Networking (4 years)
- Windows (5 years)

Certifications and Licenses

CompTIA A+

December 2016 to December 2019

CompTIA A+ Basic Certification.

Additional Information

Technical Skills

- Networking/Troubleshooting technical issues.
- Experience with Linux Ubuntu/Debian/Fedora, Windows XP/Vista/7/8/10/11
- Experience with disassembly of computers, reassembly and replacing computer parts.