

# JUDITH HERNANDEZ

## DESKTOP SUPPORT TECHNICIAN



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## EXPERIENCE

### HELPDESK SUPPORT TECHNICIAN

Udacity

2021 - 2022

- Work with C-Level Executives and the People & Places (HR) for monthly gathering of All Hands Zoom meetings with an average of 400+ attendees
- Own and manage a suite of SaaS tools, such as G Suite, Okta, BetterCloud, Atlassian Jira & Confluence, Slack, 1Password, Office 360, and Zoom
- Reset MFA, passwords, and add users to groups all within Okta platform
- A strong understanding of Apple Mac troubleshooting principles
- Keep IT asset inventories cataloged, stocked, organized, and properly accounted for using automated systems (Jamf, Reftab, AssetTiger) while reconciling hardware, software, peripherals, monitors, laptops, tablets, etc
- Retrieved IT assets from off-boarded employees and wiped and re-purposed for computer replacements
- Be the main point of contact for all external vendors ensuring requirements are understood, equipment is properly ordered, billed, deployed, tracked, and regularly inventoried
- Responsible for providing in person and remote support for executive staff in requests of variety forms (tickets, walkups, Slack, and email)
- Provide and assist with VPN setup on end-users computer
- Manage inbound shipments
- Use a badge system to print and create badges for employee access to headquarters
- Work with Envoy system to allow employees easy check-in to the headquarters
- Received five star customer satisfaction in Atlassian Jira ticketing system of 1000+ support tickets

### DESKTOP SUPPORT TECHNICIAN INTERN

Udacity

2020 - 2021

- Ticket and workload management utilizing Atlassian Jira ticketing system providing tier-I support to help over 400+ employees by troubleshooting the latest softwares
- Updated tickets with appropriate journal entries of activities, and close tickets with the resolution entered upon completion of the job
- Helped over 50+ users weekly with software troubleshoot and provided software licenses within reason
- Provided first tier help desk support for end-users by performing basic troubleshooting
- Hosted and monitored a webinar for over 800+ attendees over a span of a week
- Physically set up desks and monitors with appropriate accessories
- Created accounts for new employees and helped onboarding efforts, working with HR and IT Logistics.
- Worked with facilities to re-open and renovate the Mountain View office back to employees

## EDUCATION

### BACHELOR'S DEGREE

Business Administration  
San Jose State University  
2022 - Present

### YEAR UP CERTIFICATE

Year Up  
2020 - 2021

### ASSOCIATES DEGREE

Evergreen Valley College  
2017 - 2022

## SKILLS

- Utility Software within Mac Operating System
- Video Conferencing Set Up and Administration within Zoom
- Google G Suite/Microsoft Office
- Distribution management
- Vendor and Staff relations
- Bilingual (Spanish/English)
- Facilities operation