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## HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **IT student** with experience in customer service, technical troubleshooting, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Core Strengths include:**

- |                                                    |                                                           |                                             |
|----------------------------------------------------|-----------------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Technical Troubleshooting | <input type="checkbox"/> Active Directory experience      | <input type="checkbox"/> Customer Service   |
| <input type="checkbox"/> Problem Diagnosis         | <input type="checkbox"/> Office 365 Management experience | <input type="checkbox"/> Complaint Handling |

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## TECHNOLOGY PROFICIENCIES

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**Software:** Active Directory, Office 365, Outlook, Slack  
**Browsers:** Google Chrome, Microsoft Edge, Mozilla Firefox  
**Networking:** LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS  
**Platforms:** Windows 10, Server 2016, 2019, Android

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## SYSTEM ADMINISTRATION EXPERIENCE

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### **WINDOWS SERVER 2016 | Hands-On Virtual Labs**

- Installed and setup VMWare Workstation, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.
- Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync.

### **OFFICE 375 | Hands-On Virtual Labs**

Configured a domain, email server, email security and O365 Administration.

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## WORK EXPERIENCE

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SERIOUS TEXAS BBQ, Bloomfield, NM  
**Customer Service Associate**

1/2018 – 2/2019

- Maintained excellent customer service ratings and feedback.
- Ensured compliance with company service standards and safety protocols.
- Trained new employees on daily operations and customer interactions.

MCCORMICK ELEMENTARY SCHOOL, Farmington, NM  
**Teacher's Assistant Intern**

1/2017 – 5/2017

- Led educational activities for groups of 5-15 students, both under supervision and independently.
- Settled complaints and disputes between students.
- Aided students in reaching cognitive achievements and maximum potential.

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## EDUCATION & CREDENTIALS

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Currently studying for the CompTIA A+

**Associates of Art in Human Services, Criminal Justice**  
SAN JUAN COLLEGE, Farmington, NM