

Kevin Valencia

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EDUCATION

California State University Dominguez Hills
Bachelor of Science in Information Technology

Carson, CA

Graduation Date: May, 2025

- GPA: 3.64

Certificates

- **Cisco Certified Network Associate (CCNA 200-301)**
 - Cisco ID #: CSC015206502
 - Validation ID: 988886765

WORK EXPERIENCE

Kia Downtown Los Angeles - Rental Associate
Los Angeles, CA | (July 2025 - Present)

- Managed customer accounts, reservations, and rental documentation using dealership software.
- Handled high volume calls, emails, and in person customer interactions daily.

Tech Enabled Spaces - Information Technology Intern
Los Angeles, CA | (August 2024 - December 2024)

- Responded to technical support calls from professors experiencing issues with classroom technology.
- Diagnosed and resolved problems with PCs, projectors, and other audiovisual equipment both remotely and on-site.
- Effectively communicated solutions to users and escalated complex issues to senior technicians when necessary.
- Contributed to minimizing class disruptions by providing prompt and reliable technical support.

SKILLS

Operating Systems: Windows, macOS

Networking: General Networking

Troubleshooting: Hardware and Software Diagnostics, Technical Support