

Javier Velez

DESKTOP SUPPORT / TECHNICAL SUPPORT

A highly motivated desktop support technician with excellent communication skills. Provides exemplary customer service and works well in a fast-paced environment.

*In process of earning CompTIA A+ certification *

EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE

HYDRAFACIAL, LONG BEACH, CA

Oct 2025– Aug 2026 (Contract expired)

- Respond to inbound inquiries from internal and external customers via phone, email, and chat to help resolve technical questions and challenges
- Systematically troubleshoot equipment issues, identify problems, and suggest/implement solutions
- Coordinate with field service technicians and other internal teams to provide support to ensure efficient service delivery.
- Generate and track Return Material Authorizations (RMAs), arrange for equipment shipping, and handle the collection of loaned devices

IT LOGISTICS VOLUNTEER

SPACE X, HAWTHORNE, CA

Apr 2024 — Oct 2025

- Looked over JIRA tickets and helped mentors with tickets
- Removing/installing hard drives and batteries from unused laptops Image HP and Mac laptops and helped with deployment
- Clearing BIOS passwords was part of the buy-back process
- Putting iPhones in recovery mode and restoring iPhones with unknown codes

DESKTOP SUPPORT TECHNICIAN (INTERNSHIP)

NEUROPACE, MOUNTAIN VIEW, CA

Sep 2020 — Oct 2020

- Set up new hire accounts using Active Directory. Granted each user the proper permissions and groups
- Looked over SolarWinds ticketing system to log and manage customer issues and resolutions
- Imaged new hire and replacement laptops.
- Set up a new hire workstation with laptop, docking station, two monitors and peripherals Followed audio/visual team in conference rooms to see set-up and test equipment

CONTACT



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SKILLS

- Active Directory
- Ticket Management
- Technical Documentation
- Customer Service
- User Management
- Operating Systems
- Problem Solving
- Time management
- Communication

EDUCATION

- **Bachelor of Science Degree in Journalism**

San Jose State University, San Jose, CA Spanish minor

2017 — 2019

- **Associate of Arts (AA) in Communications**

Mission College, Santa Clara, CA
2014-2017

LANGUAGES

- English
- Spanish