

# Elease Deochoa

Technical Support Engineer

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☎ (512) 298-6643

📍 Albuquerque, NM

## Education

**Associate Degree in  
Computer Science or  
Information Technology  
at Central New  
Mexico Community College,  
Albuquerque, NM**

Sep 2017 - May 2021

Relevant Coursework:  
Introduction to Computer  
Science, Database Technologies,  
Operating Systems, Networking,  
Computer Programming.

## Links

[linkedin.com/in/leasedeochoa](https://www.linkedin.com/in/leasedeochoa)

## Skills

Troubleshooting

Customer Service

Technical Knowledge

Networking

Problem-solving

Communication

Documentation

## Languages

English

Mandarin

## Hobbies

## Profile

I am a highly experienced Technical Support Engineer with over two years working in the IT industry. I have a proven track record of providing a wide range of technical support services to customers and have extensive experience in problem-solving, troubleshooting, and resolving complex technical issues. I have excellent customer service skills and a strong knowledge of hardware, software, network, and web technologies. I am also well-versed in the installation, configuration, and maintenance of various hardware and software platforms. My passion for technology and customer satisfaction has enabled me to provide exceptional technical support to my clients.

## Employment History

### Senior Technical Support Engineer at Dell Technologies, NM

Nov 2022 - Present

- Resolved over 200 customer complaints in a single quarter, resulting in 90% customer satisfaction rate.
- Installed and configured Dell Technologies servers and storage solutions for over 30 clients, resulting in improved system performance.
- Developed an automated software update process that reduced manual patching time by 80%.
- Implemented a disaster recovery plan that enabled the company to recover from outages within 24 hours.

### Technical Support Engineer at AT&T Solutions Center, NM

Aug 2021 - Sep 2022

- Resolved 200+ customer service tickets within the allotted time frame, resulting in a 20% increase in customer satisfaction ratings.
- Developed and implemented a new help desk system that streamlined the technical support process, reducing average response time by 25%.
- Collaborated with engineering teams to design and implement a cost-effective network monitoring solution that improved system stability by 50%.
- Trained 20+ new technical support engineers, resulting in a 30% reduction in onboarding costs.

## Certificates

### CompTIA A+ Certification

Nov 2021

### Microsoft Certified Solutions Expert (MCSE)

Dec 2019

## Memberships

Institute of Electrical and Electronics Engineers (IEEE)

Association of Information Technology Professionals (AITP)