

# Daniel Garcia

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## Summary

Obsessed Network Enthusiast with an impressive Windows Server home lab. Dedicated IT Field Technician professional with 1+ years of experience providing unforgettable experience to clients while maintaining an addiction to learning Cisco Networking technologies. Plagued with the overwhelming urge to tinker, figure things out, and build enterprise-level Windows Server infrastructures.

## Tech Support Experience

### Broadband Field Technician

March 2024–Present

Sunshine Communications, Santa Ana, Ca

- **Communication & Customer Service:** Demonstrated outstanding verbal and written communication skills while assisting customers with broadband installations and troubleshooting, ensuring technical details were explained clearly to non-technical users.
- **Problem-Solving & Technical Support:** Applied a methodical and analytical approach to diagnose and resolve connectivity issues, hardware malfunctions (e.g., modems, routers, switches, server racks, computers, printers) and network performance problems in residential and commercial settings.
- **Customer-Centric Approach:** Maintained patience and professionalism in high-pressure situations, ensuring timely resolution of service disruptions while prioritizing user satisfaction.
- **Team Collaboration & Independence:** Worked effectively both independently during field assignments and collaboratively with technicians to escalate and resolve complex issues.
- Supported mixed environments (Windows/Mac) by assisting customers with device connectivity and software configurations.

### Windows Administration Lab

July 2025–Present

Technical Proficiency:

- Troubleshoot and configured network devices (e.g., wireless router, Cisco 2811 router, 2960s switch, laptop with Windows Server 2025, laptop with dual boot kali linux and Windows 11) demonstrating a solid understanding of TCP/IP, DNS, DHCP, and Wi-Fi concepts.
- managed user access and permissions for customer accounts, aligning with basic Active Directory principles.

### Spiceworks

December 2022–Present

Documentation & Ticketing:

- Logged service requests, resolutions, and follow-ups in a lab ticketing system, ensuring accurate incident tracking and knowledge sharing for practice purposes.

## Education

**Associates in Science Computer Information Systems: Network Administrator**

January 2021–Present

**Credits: 46.5**

Pasadena City College, Pasadena, Ca

## IT Certifications & Completions:

- CompTIA A+
- Cisco: IT Essentials: PC Hardware and Software
- Cisco: CCNA Introduction to Networks
- Cisco: CCNA Switching, Routing, and Wireless Essentials
- MCP: Microsoft Windows System Administration course completion