

ISAAC PARK

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IT SUPPORT TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

Passionate, motivated, and dedicated professional with a strong background in Sociology and a genuine zeal for Technology. Certified in Back-End Development and Google Data Analytics SQL. Seeking to leverage demonstrated expertise in technology-driven environments for career advancement and continuous growth. Eager to contribute and excel in a technology-focused role that fosters a deep sense of enthusiasm for all things tech.

Areas of expertise include:

- Help Desk Ticketing
- Systems(Service Now)
- Problem Diagnosis
- Technical Troubleshooting
- Excellent Teamwork
- Office 365 Support
- Emotional Intelligence
- Splunk
- Customer Service
- Complaint Handling
- Software Installs
- Linux

CERTIFICATES

- CompTIA Security+ July 2023
- Google Data Analytics – SQL March 2022
- Nucamp – Backend focus on Python and DevOps July 2022

SYSTEM ADMINISTRATION EXPERIENCE

Cybersecurity: Detection and Monitoring | Hands-On Virtual Labs July 2023 - Present

- Proficient in configuring Windows Server 2019 domain settings, including server naming, DNS server updates, TCP/IP settings, and remote desktop configuration.
- Skilled in creating and effectively linking Group Policy Objects (GPOs) within the Active Directory environment for streamlined network administration and security enhancement.
- Seamlessly integrated Windows 10 client machines into the Windows Server 2019 domain, facilitating centralized user management and security policies.
- Implemented Splunk Universal Forwarder to intelligently detect, monitor, and analyze log data from Windows Server 2019 domain, enabling proactive issue resolution and enhanced network security.

WORK EXPERIENCE

The Boiling Crab, Los Angeles, CA Aug 2018 – Present

Customer Service Server

- Delivering exceptional customer service by providing detailed knowledge of the menu and daily specials. Proactively resolving customer concerns and inquiries to ensure a positive dining experience and foster customer loyalty.
- Collaborating seamlessly with a diverse team to maintain smooth operations during high-volume shifts, promoting efficiency and customer satisfaction.

Key Contributions:

- Maintaining outstanding attendance, optimizing teamwork, and customer service ratings.

Bird Inc, Los Angeles, CA Mar 2018 – Aug 2018

Mobility Service Technician

- Evaluated and diagnosed issues with Bird scooters to troubleshoot problems and recommend lasting solutions.
- Conducted routine inspections and scheduled maintenance to prevent malfunction of Bird scooters.
- Repaired and replaced damaged parts to ensure Bird scooters operate safely and efficiently, providing a seamless riding experience for users.

EDUCATION

Sociology, Cal State Northridge
GPA 3.5

Dec 2021