Milton Quintero

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OBJECTIVE

Computer Engineering Technology student excellent hands-on, technical leadership skills seeking a Cybersecurity co-op.

EDUCATION

California State University Long Beach, Long Beach   **Expected Graduation December 2026**

Bachelor of Science: Computer Engineering Technology

Relevant Courses

Public Speaking | Eng. Design Graphics-CATI | Intro to Engineering | Physics: Mechanics and Heat | Calculus I | VPython | Intro. Engineering Technology (Spring 2025) | Intro to Digital Electronics (Spring 2025) | General Physics (Spring 2025)

WORK EXPERIENCE/MEMBERSHIPS

IT Level I – Help Desk Technician | Opto-Knowledge Systems, Inc. | Torrance, CA   **October 2024 – Present**

- Provide IT support to 50 users and 10 devices nationwide, generate help tickets and perform inventory management.
- Migrate team to using Microsoft Teams messenger for external contractors and internal mgmt. for new business.
- Responsible for provisioning laptops for travel or for internal use to adhere with company policies and procedures.
- Deliver customer service in a high-pressure, fast-paced IT environment, ensuring users receive technical support.
- Oversee the management of user accounts, permissions, and access controls, significantly enhancing the security and confidentiality and data IAW security standards, communicate with supervisor weekly to report department status.
- Interface with supervisor on a weekly basis to present status of the inventory on SNIPE-IT efforts.
- Responsible for intricate destruction and tracking of government assets in accordance with security guidelines.
- Beginner level with Ubuntu for Linux operating systems within enterprise server, desktop, cloud and IoT.
- Responsible for opening old machines owned by OKSI and removing memory storage units for security compliance.
- Develop Excel spreadsheets to track and monitor E-waste disposal units for government compliance.

UCLA Project Manager | KST Data, Inc. | Los Angeles, CA   **March 2023 – July 2024**

- Created weekly schedules through Microsoft Planner for the UCLA Deployment team that increased productivity by 15% on a quarterly basis, and responsible for generating the weekly inventory Word report.
- Responsible for updating the UCLA Imaging Guide, developed an automated Excel sheet using Microsoft scripts to monitor UCLA inventory which resulted in decreasing lost items exponentially resulting in company savings.
- Managed bi-weekly meetings with UCLA coordinators on autopilot related issues, coordinated and led the meetings.
- Collaborated with UCLA engineers regarding domain issues, communicated effectively to troubleshoot anomalies.
- Performed computer set up for new users and establish new processes at UCLA clinics and Hospitals.
- Developed a step-by-step installation process for specific types of images (ClinNet or Enterprise).
- Led and coordinated zoom meetings, presentations and answered questions pertaining to the imaging process topic.
- Responsible for addressing questions by users consisting of medical staff, interacted with customers as needed.

Samsung Acting Lead | 2020 Companies | Culver City, CA   **November 2022 – March 2023**

- Responsible for handling customer traffic and inventory reports resulting in 2023 sale increase of 26.5%
- Handled technician related questions while multitasking sales concurrently and interfaced with Best Buy mgmt.
- Provided oversight for relocation requests and support Samsung events within various locations.

Consulting Agent | Geek Squad | Culver City, CA   **August 2021 – November 2022**

- Increased NPS scores by 12% on a quarterly basis by performing the following: resolving problems in an orderly fashion, quick problem solving skills, interacting with customers, simplified and articulated technical concepts.
- Responsible for handling high volume traffic, worked independently in a fast paced team environment.
- Fostered an environment to simplify diagnostics questionnaires to trouble-shoot issues effectively with customers.

Member | Society of Hispanic Engineers (SHPE) | ID: 2240059   **October 2024 – Present**

Member | American Institute of Aeronautics and Astronautics (AIAA) | ID: 1774498   **October 2024 – Present**

SKILLS

***Management/Software/Languages*:** VPython | Project and Inventory Mgmt. | Ubuntu | Microsoft Office | SNIPE-IT | NEQTER-Labs | FORTIClient | Qualys | **Bilingual English:** Spanish (Intermediate)
IT Certifications: Apple and Samsung Sales and Technical Services Certification