



Edwin Escobar

Contact

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Skills

- Remote IT support
- Collaborative teamwork
- Analytical and Methodical
- Verbal and Written Communication
- Technical documentation creation

Technical support professional with proven track record in solving complex technical issues and enhancing user experience. Known for strong team collaboration and adaptability to dynamic environments, consistently delivering reliable support and effective solutions. Expertise includes software troubleshooting, network configuration, and user training, alongside commitment to achieving tangible results. Offering 12 years of comprehensive experience as a technology professional.

Work History

2022-06 -
Current

Technical Support Analyst

Legislative Technology Services Bureau - WI, Madison, WI

- Diagnosed and resolved technical issues for legislative staff using issue tracking systems.
- Provided expert support for audio-visual equipment during legislative sessions.
- Collaborated with IT teams to enhance system performance and user experience.
- Developed training materials for new software applications implemented across departments.
- Facilitated user workshops to educate staff on new technologies and updates.
- Maintained high levels of customer satisfaction through empathetic listening and effective communication skills.
- Collaborated with cross-functional teams to develop solutions for recurring technical problems.
- Contributed to the development of internal training materials, improving new hire onboarding and ongoing education efforts.
- Enhanced team productivity by sharing knowledge, resources, and best practices with colleagues.

Project Involvement

- Set Up Audio and Video Senate Session Stream to Public.
- Recording and Editing Training Videos to Legislative Staff

- Customer support
- Account management
- Empathetic communication
- Hardware and software troubleshooting
- Bilingual - Spanish and English
- User education

References

Paul Fruit
Legislative Technology
Services Bureau - Technical
Services Manager
Email:
paul.fruit@legis.wisconsin.gov
Phone: 608-283-1882

Nate Rohan
Legislative Technology
Services Bureau - Deputy
Director
Email:
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Phone: 608-283-1812

Marco Santilli
Legislative Technology
Services Bureau - Video
Production Specialist
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2018-08 -
2022-05

- Developing and Planning of an Advanced Umbraco CMS Training Class
- Updating New Hire Communication Documents
- Deployment of RSA Multi-Factor Authentication to the Legislature
- Process Improvement for Account Creation and Management Workflows

Senior Technical Support Specialist

United Health Group, Optum, Ontario, CA

- Assisted customers with troubleshooting issues encountered while using hardware or software, providing actionable tips to resolve problems.
- Maximized use of hardware and software by training users and interpreting instructions
- Prepared references for users by writing clear operating instructions.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Configured hardware, devices, and software to set up work stations for employees.
- Retained existing clients and developed daily new accounts by extending high quality and efficient support service.
- Collaborated with our Project Management Department and Infrastructure to achieve a successful Office 365 migration.
- Assessed technical complexity of tickets to escalate to the Tier 3 team.
- Performed technical troubleshooting and diagnosis, software installation, and information gathering to keep infrastructure operational.
- Mentored less experienced team members to improve customer responses and work towards one-touch tickets.
- Received inbound phone calls transferred from Tier 1 specialists to research and resolve advanced technical issues.

Education

2017-06

Bachelor of Science: Information Technology

*University of La Verne - La
Verne, CA*

- The National Society of Leadership and Success IT Coordinator and Founding Board for the University of La Verne Chapter
- First Generation Club Member
- Latino Student Forum member
- California Upsilon **ΣAE** Member

- Patched software and installed new versions to eliminate security problems and protect data.
- Performed application and permission identification and remediation of Non-Active Directory Integrated Applications for users within the company domain.
- Performed an Entitlement Review audit concerning users' application access regarding 49 corporate applications.
- Created Global Security groups with the assistance of Infrastructure to leverage database access for users in Active Directory.
- Managing Live Streams for WebEx Meetings.
- Imaged hardware such as thin clients, desktops, and laptops to maintain company global group policy and security standards across devices
- Coordinated with third party vendors and Infrastructure to configure, deploy, and maintain printers across multiple sites.
- Performed administrative work for multiple applications such as health plans, in-house applications, and Microsoft Exchange.

Project Involvement

- Migrated 214 users in 3 weeks from mobile email application, GOOD, to mobile device management Blackberry UEM.
- Performed white glove treatment for Executive Administration concerning the updated Email Retention Policy.
- Authored and maintained Documentation and Standard Operating Procedures for HI-TRUST Company Certification.
- Set up and supported workstations for newly acquired sites.
- Lead Support Technician for copier replacements at 13 sites.

Certifications

- HTML 5 Certification from W3C Schools

- Systems Architecting Certification from the University of La Verne - 2017

- Jira Administration Certification - July, 2023

- Data Center & Server

- Jira Workflows

- Snagit Certification

- Snagit Fundamentals

- Applied Workflows

- Techniques for:

Technical Documentation

Creating Training Materials

Feedback and Organizational Communication

- AED and First Aid Training - July, 2024
- Web AIM ADA Compliance Training Feb 18-19 2026
- Crisis Intervention Partnership Training - April 2026