

JOSEPH D. DIAZ

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OBJECTIVE

To secure a position in which I can utilize my skills in a new direction that will provide interesting challenges and opportunities for learning and advancement.

EDUCATION

Computing and Information Technology 2000 – 2001
Community College of Southern Nevada, Las Vegas, Nevada

Networking Emphasis:

- Novell Netware Administration
- Networking Essentials
- MCSE-Core A-Operating System

Applied Associates Degree 1987 – 1991
College of Aeronautics, LaGuardia, New York

Airframe and Power Plant Technologies

EXPERIENCE

CAD Technician
Planning and Design April 2004 – Present
Clark County School District, Las Vegas, Nevada

- Prepare site and floor plans for acquisition of equipment for over 100 specific schools.
- Maintain logs and databases of work performed and in-house drawings for over 100 specific schools.
- Update in-house CADD drawing of building modifications, renovations, and site work in accordance with district CADD standards.
- Maintain computers and updates programs to insure proper function for Drafting Unit.
- Operate peripheral equipment to transfer data to and from computer and to convert data from one format to another.
- Perform a regular backup of all of Drafting's files to external backup drive. Provide backup for regular ECS.
- Perform routine repairs, adjustments and performs preventive maintenance on Drafting departments plotters and printers.
- Perform required security to prevent unauthorized access to tapes discs and CAD drawings and information.
- Create an Excel spreadsheet for each project.
- Separate drawings first by architectural discipline, then by contractor name or Architect/Engineer.
- Catalog drawings by discipline, A/E and contractor name, and number of drawings in each category.

Skills

Microsoft
Windows:

- 3.11
- 95
- 98
- NT
- 2000 Server
- XP
- Vista

Microsoft Office
Suite
Lotus Smartsuite

Lotus Notes
Lotus Domino
Server

Certifications

Novell CNA

CAD Technician
Planning and Design

April 2004 – Present

Clark County School District, Las Vegas, Nevada

Continued

- Sort drawings into correct order according to sheet index or normal architectural convention.
- Catalog each drawing, recording all relevant information.
- Repair and restore badly damaged physical drawings when possible.

Technical Support Specialist I

1997-1999 – 2002-2004

UPS Teleservices, Las Vegas, Nevada

- Provided first level support for all UPS shipping software, hardware and shipping options.
- Troubleshoot and resolved all issues users had with the software and hardware.
- Maintained detailed records of issues experienced by users with the software and hardware.

Technical Support Specialist II

1999 – 2001

UPS Teleservices, Las Vegas, Nevada

- Troubleshoot issues that users may have experienced when in the office connected directly to the LAN.
- Maintained network in a first level capacity by identifying all issues as they occurred and documenting them explicitly.
- Supported remote users' ability to connect to the network and troubleshoot any issues that might occur regarding the method they use to access the network.
- Insured users maintained ability to access their time-sensitive emails and Lotus Notes databases.

References are available upon request.