

Ricardo Früstöckl

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EXPERIENCE

Santa Barbara City College

721 Cliff Drive, Santa Barbara, CA 93109-2394

Phone: (805) 965-0581 ext 3685

Currently working at SBCC as an LTA in the Nursing Computer Lab. Recently worked as a Technology Support Specialist where I provided user support for faculty and staff within the Information Technology infrastructure. My daily tasks include troubleshooting, analyzing and resolving technical issues, such as hardware and software application problems, provide computer support for PCs, Macs and various computer support systems. Prioritized user request and assigned work orders to various departments.

2007 to present

Früstöckl Computer Services

Southern California

Entrepreneur

Worked with a variety of clientele from corporate environments to home based business. Projects included building computer and information systems, networks, and teaching related applications. Provided customer user support whereby customers became comfortable doing business more efficiently and effectively.

1991 to present

Western State University College of Law

1111 North State College Blvd., Fullerton, CA 92831

Phone: (714) 738-1000

System Information Specialist

Worked with staff and faculty "as-needed", providing support for various software and hardware platforms. Additional tasks include integration of new computers into an existing heterogeneous network system.

1996-1997

Ingram Micro

1600 E Saint Andrew Place, Santa Ana, CA 92705

Phone: (714) 566-1000

Technical Support Specialist

Consulted with VAR's and resellers to determine their needs and interests, supplying technical support and assurance of product compatibility. Corresponded with various component manufactures to keep support literature up-to-date.

1995-1996

Performance Micro

Irvine, CA

Technical Specialist

Actively participated in sales, support and configuration of new systems. Helped in the purchase of computer product inventory for new and used system upgrades. Worked in all aspects of computer related services.

1993-1995

United Education Institute

Santa Ana, CA

Teacher's Assistant

Assisted instructors in the planning and maintenance the computer networks. Was hired before graduating to tutor students, create computer labs and further my education.

1992-1993

EDUCATION

Ingram Micro

Santa Ana, CA

Gained educational experience by attending trainings that were provided by various computer component manufacturers at Ingram Micro. Achieved Adaptec Ace level 1 & 2 and 3COM Technologist Wizard Certification.

1995

United Education Institute

Santa Ana, CA

Diploma in Electronics and Microcomputer Repair

1991-1992