

Noel Damas

IT Support Professional

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[kdencebeats · GitHub](https://github.com/kdencebeats)

Summary

Bilingual, highly motivated, and results-oriented professional with over 10 years of experience in sales, client relationship management, and service delivery within the fast-paced real estate sector. Eager to leverage extensive problem-solving abilities, customer service expertise, and a proven track record of utilizing technology, including AI tools, to drive efficiency and achieve goals in an entry-level IT role. Possesses a Google IT Support Professional Certificate and hands-on experience building and maintaining a home lab environment (server, router). Seeking an opportunity to apply technical aptitude and a strong service mindset to contribute to a dynamic IT team.

Core Competencies

English & Spanish Technical Troubleshooting Hardware Configuration Software Installs	LAN Connectivity Problem Diagnosis Phone & Online Support Client / Server Models	Preventative Maintenance User Training Customer Support Complaint Handling
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Certifications

Google IT Support Professional (2025)

Technology Proficiencies

- **Artificial Intelligence:** Ollama, ChatGPT, Google Gemini, NotebookLM, Perplexity
- **Software:** Microsoft Office Suite, CRM Software, Instant Messaging Software, Apple iWork (Pages, Keynote, Numbers), Adobe Creative Suite, Basic Ticketing System Familiarity (from Google IT Course)
- **Browsers:** Firefox, Google Chrome, Safari, Vivaldi, DuckDuckGo
- **Hardware:** PC Assembly & Troubleshooting, Server Hardware Setup & Basic Maintenance, Network Cabling, Apple Computers, Laptops, Smart Phones, Telephony Systems, Printers, Routers, Modems.
- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN Fundamentals, Router Configuration (Basic), Network Troubleshooting
- **Operating Systems:** Windows (10-11), Linux Server (Ubuntu 24.04.2), Mac OS (13-15), Mobile (IOS & Android) - Installation, Configuration, Troubleshooting
- **Cloud:** Basic familiarity with Cloud Computing concepts (from Google IT Course), Google Workspace

IT Skills

Software/Hardware Troubleshooting, System Administration, Network Troubleshooting, Excellent Customer Support, Operating Systems: Windows, Linux Cyber-security, Help Desk Ticketing Systems, Tech Support, Active Directory, and Command-Line Interfaces.

Transferable Skills

- Customer Service & Support
- Sales & Negotiation
- Client Relationship Management
- Problem-Solving & Troubleshooting

- Communication (Verbal & Written)
- Time Management & Prioritization
- Process Improvement
- Adaptability & Eagerness to Learn
- Project Coordination

Projects / Home Lab Experience

Home Network & Server Setup:

- Designed, built, and currently maintain a home network infrastructure.
- Configured and manage a network router (ASUS RT-AC3100) ensuring stable connectivity for multiple devices.
- Built and administer a home server (Ubuntu Server 24.04.2) used for file storage, media streaming, virtual machine testing, containerization (Docker), and learning environment.
- Gained practical experience in hardware installation, OS setup, network configuration, IP addressing, DHCP/DNS basics, user management, VPN, and routine troubleshooting.

Professional Experience

IT Network Specialist / Office Manager

Damas Nursery - East Los Angeles, CA (2006 - 2008)

- Constructed company intranet network using Windows Server 2003 software and Internet Protocol technology, streamlining company communication and inventory control.
- Created and maintained company website using HTML, PHP, CSS, and Javascript; effectively increasing company's Internet presence.
- Built company computer server using spare hardware, securing high value company data, connecting company computers to the World Wide Web, and saving company over \$1000 in internet advertising costs.
- Maintained company computers virus free by installing McAfee security firewall software.
- Diagnose, troubleshoot, and resolve a range of software, hardware and connectivity issues on all office computers

Real Estate Agent / Mortgage Loan Originator

Piña Realty & Eagle First Realty - South Pasadena, CA (2021 - Present)

- Managed a diverse portfolio of residential and commercial clients, guiding them through complex buying, selling, or leasing processes, ensuring high levels of satisfaction.
- Consistently met and exceeded sales targets through strategic prospecting, market analysis, and effective negotiation.
- **Leveraged AI-powered CRM and market analysis tools to identify potential leads, personalize client outreach, and predict market trends, improving closing rates by 15%.**
- **Utilized AI-driven software for property valuation analysis and generating comparative market reports, enhancing accuracy and saving approximately 5 hours per week.**
- Provided exceptional, service-oriented support to clients, proactively addressing concerns and troubleshooting issues related to contracts, financing, and inspections.
- Coordinated with multiple stakeholders (lenders, inspectors, appraisers, other agents) to ensure smooth transaction processes.
- Trained junior agents on effective sales techniques and CRM software usage.
- Maintained meticulous records and managed complex transaction paperwork, ensuring compliance and accuracy.

Education

- **California State University Dominguez Hills** - *Bachelor of Arts in Digital Media Arts*, (1999 - 2003) - Carson, CA
- **California State Polytechnic University Pomona** – *Computer Science*, (1996 - 1999) - Pomona, CA
- **Don Bosco Technical Institute** – *Electronic Engineering and Computer Science*, (1992-1996) - Rosemead, CA

Additional Experience

RideShare / Delivery Driver

Uber, DoorDash, Lyft - New York, NY and Los Angeles, CA (2016-present)

- Safely transported passengers to their destinations while adhering to all traffic laws and regulations.

- Provided excellent customer service by maintaining a friendly and professional demeanor during rides.
- Navigated efficiently using GPS and mapping applications to optimize routes and minimize travel time.
- Maintained cleanliness and organization of the vehicle to enhance the passenger experience.
- Maintained a near perfect star rating of 4.98 stars from 2016 to present day with 3,000 5-star trips to date.

Inventory Associate & Sales Associate

Macy's Herald Square - New York City, NY (2015 - 2016)

- Organize and maintain inventory in the stockroom, ensuring items are stored in designated areas for easy access and efficient retrieval.
- Restock merchandise on the sales floor promptly and accurately, ensuring displays are visually appealing and fully stocked.
- Greet and assist customers in a friendly and professional manner, providing exceptional service to enhance the shopping experience.
- Maintain in-depth knowledge of product offerings, promotions, and store policies to effectively address customer inquiries and concerns.

Sales Associate & Key Holder

US Polo Association - New York City, NY (2014 - 2015)

- Demonstrated superior customer service skills, creating an engaging customer interaction.
- Maintained sales floor and stockroom standards to project an attractive and safe shopping environment.
- Assisted in product replenishment and maintained floor presentation.
- Built strong interpersonal skills working in a team environment to meet end of business day sales goals.