JULIAN MERCER

COMPUTER TECHNICIAN

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PROFESSIONAL SUMMARY

CompTIA A+ certified Computer Technician with 5+ years diagnosing and repairing laptops, desktops, and small-office networks. Recovers data, removes malware, and upgrades hardware quickly, and explains each fix in plain language so customers trust the work. Keeps clean repair records and consistently high satisfaction scores.

PROFESSIONAL EXPERIENCE

Computer Repair Technician Apr 2023 - Present
Micro Center, Santa Clara, CA

- Repair 12 to 15 customer laptops and desktops a week, covering board-level diagnosis, screen and battery replacement, and OS reinstallation.
- Recovered data from failing drives for about 90 customers last year, with a successful recovery on roughly 85% of cases.
- Cut average turnaround from five days to three by staging common parts and batching diagnostics each morning.
- Remove malware and rebuild infected systems, then walk customers through backups and updates so the problem does not return.
- Build custom desktops to customer specifications and stress-test each one for 24 hours before handoff.
- Trained four new hires on intake notes, ESD safety, and warranty rules.

Advanced Repair Agent Jun 2021 - Mar 2023
Best Buy Geek Squad, San Jose, CA

- Diagnosed and repaired computers under warranty plans, maintaining a customer satisfaction score of 4.7 out of 5.
- Installed SSD upgrades and extra RAM on older laptops, giving customers a measurable speed gain without the cost of a new device.
- Configured home Wi-Fi mesh systems and printers on in-store and in-home visits, resolving most cases in a single appointment.
- Documented every repair in the service system, which reduced repeat visits caused by unclear handoff notes.

IT Support Intern Jun 2020 - May 2021
Santa Clara Unified School District, Santa Clara, CA

- Imaged and deployed 220 Chromebooks and Windows laptops for students, tagging each in the asset inventory.
- Replaced cracked screens and keyboards on district devices, returning most loaners to classrooms within 48 hours.
- Resolved teacher help requests on printers and projectors, closing about 25 tickets a week.

CORE SKILLS

Hardware diagnostics | Windows 10 and 11 | macOS | Data recovery | Malware removal | Custom PC builds | SSD and RAM upgrades | Wi-Fi and router setup | Imaging and deployment | Ticketing systems | ESD safety | BIOS and firmware updates | Customer communication

EDUCATION

Associate of Applied Science in Computer Information Systems, De Anza College, Cupertino, CA

CERTIFICATIONS

CompTIA A+ | CompTIA Network+ | Microsoft 365 Certified: Fundamentals