

Steven Quiroz

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📁 Professional Experience

Digital Watchdog, LLC

IT Help Desk Specialist

12/2023 – Present
Cerritos, CA

- Provided support for VS-SaaS, DW Spectrum IPVMS
- Resolved an average of 15–20 Windows and Ubuntu server tickets daily with 95% SLA compliance. (Remote troubleshooting)
- Troubleshoot and maintain AI-powered video analytics engines and NVR/DVR systems, ensuring uptime and client satisfaction.
- Reduced installation downtime by 30% through efficient remote diagnostics using TeamViewer.
- Trained and mentored 7 new hires, streamlining onboarding and improving team performance.
- Completed over 12 QA reports on implemented firmware & new products

Anchor Builders

Technical Assistant

08/2021 – 04/2023
Garden Grove, CA

- Redesigned and optimized 3 WordPress websites, boosting performance scores by 40%.
- Implemented CRM integrations, reducing manual work and improving client tracking.
- Coordinated with architects and contractors using Notion, improving project delivery timelines.

Elevate Technologies Inc

IT Deployment Specialist

11/2019 – 03/2022
San Jose, CA

- Deployed and configured 100+ Windows, Mac, and Ubuntu workstations across multiple client sites.
- Installed and maintained network switches, printers, and peripherals, reducing repeat service calls by 15%.
- Conducted on-site troubleshooting and repairs, improving client system uptime by 20%.

🧠 Skills

Windows	Linux — Ubuntu, Kali, Mint & other distros	MacOS	HTML	CSS		
Javascript	Java	C#	Python	WordPress	Microsoft 365	Microsoft Teams
VMware	Canva	TeamViewer	Active Directory	Zoom	Sharepoint	
Customer Service & Support	Bilingual — Spanish	DW Spectrum IPVMS	IP Cameras			
Analog Cameras	Ticketing Systems — HappyFox & Zendesk	Nmap	Wireshark	API's		
SIEM						

📄 Certificates

CompTIA N+

IT Foundational Skills

(In Progress, expected 2026)

🎓 Education

Bachelors of Science

California State University Long Beach

Major: Computer Science (Coursework completed: 2008 - 2012)

Long Beach, CA