

Javier Lopez Quezada

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CAREER SUMMARY: Self directed and solutions-driven technical professional with over 10 years of experience with a strong foundation in computer software, hardware, and problem solving skills. Proven ability to adapt to new technologies and troubleshoot software and hardware issues. Known for excellent customer service, client support, working in fast-paced environments, and collaborating with teams to deliver great results. Actively pursuing a role in IT support that allows me to leverage my technical knowledge, problem-solving skills, and customer support focus.

EXPERIENCE

Self-Employed/Freelance

Design Consultant

Remote

Jan. 2020 – Present

- Diagnosed and resolved complex hardware, software, and network issues in a Windows and Linux environment.
- Built, upgraded, and maintained a high-performance workstation and server tailored to 3D art and rendering.
- Designed and managed a home server in a RAID configuration for redundant storage, a render farm, and a home lab using Ubuntu OS.

PlayCo

Mountain View, CA

Senior Game Artist

Aug. 2021 - Feb. 2023

- Provided technical guidance on system and asset optimization, reducing implementation efforts by up to 30%.
- Researched and developed pipelines for material and shader libraries, speeding project completions by up to 25%.
- Maintained detailed documentation for workflows, procedures, and processes, improving team efficiency.
- Supported and coordinated with team members across the world, troubleshooting technical and artistic issues, ensuring seamless project integration and timely completion.

Farm C.P.

Chicago, IL

Lead Artist

Oct. 2012 - Jul. 2021

- Delivered high-quality client service, decreasing project completion time by up to 25%.
- Managed multiple concurrent projects, delegating tasks based on team members' strength, ensuring on-time delivery and adherence to client requirements.
- Researched and implemented hardware and software updates, resulting in a 50% improvement in rendering efficiency.
- Built strong client relationships by providing exceptional support and exceeding expectations.

Personal Projects

Home Lab Projects

Dec. 2024

Active Directory Home Lab

- Designed and implemented a virtualized Active Directory (AD) environment using Oracle VirtualBox Manager, Windows Server 2022, and Windows 10/11.
- Configured a domain controller, user management, and group policy objects (GPOs) to simulate real-world IT environments.

Home Ticketing System Lab

- Installed and configured Peppermint ticketing system using Docker on an Ubuntu OS server.
- Created and managed user accounts, enabling family members to submit support tickets.

EDUCATION

Institution

Chicago, IL

Columbia College Chicago

February 2013

Bachelor of Arts in Game Art

CERTIFICATIONS

- CompTIA A+ (January 2025)

SKILLS

- **Technical Support:** Hardware and Software installation and configuration, system maintenance, network troubleshooting.
- **Hardware/Software:** Windows OS, MacOS, Linux OS, MS Office Suite, Active Directory, VirtualBox, Docker.
- **Customer Service:** Client and co-worker technical training, creating and maintaining detailed documentation, resolving technical issues.
- **IT Tools:** Ticketing systems, Remote Access, Server configuration.
- **Other:** Strong communication, problem-solving, and constantly learning.