

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Professional IT trainer - Stamford Finance

September 2021 – Current

- Prepared training material for courses, including PowerPoint presentations, skill exploration, and assessments
- Assisted the IT support department with refresher training
- Trained technical staff in developing in Visual Studio using Visual Basic and C#
- Adjusted training programs for optimal results, reducing malware installation and system crashes by 17%
- Conducted training on-site and online for on-site, hybrid, and remote teams

Junior IT Helpdesk Specialist - Dunning & Hardwell

2020 – September 2021

- Provided technical support for international and national team members
- Configured, modified, and installed software and hardware to enhance optimization
- Help desk supported monitoring and tracking
- Handled an average of 20 requests per day, prioritizing and escalating issues as required
- Perform set up of wireless internet services for new customers

Project Experience

- Created and implemented an efficient reporting software for IT problems at Dunning & Hardwell

Education

B.Sc in Information Technology - Nova Southeastern University

2018 – 2021

- Relevant Courses: Operating Systems, Databases, Principles of Programming, Logic & Database Theory, Software Testing, Computer Networking, and Computer Systems

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Troubleshooting
- Laptop and desktop support
- Friendliness
- Verbal Communication
- Phone systems support
- Microsoft Office

Licenses & Accreditations

Licenses Licenses & Accreditations

- Google IT Support Professional Certificate
- Microsoft Certified Solutions Expert