

JUAN DIAZ

Web Technician

901 Sharview Circle
Charlotte, NC 28277

(704) 807-7920

jdiaz028@email.cpcc.edu

OBJECTIVE

Bilingual, engaging, reliable, and self-motivated individual seeking an IT position in a leading corporate environment. I wish to perform my skills in a structured and nurturing company that allows for professional and personal development. I am extremely loyal to my obligations and relationships. I look forward to learning and building a career in Computer Science. I am currently studying Information Technology at Central Piedmont Community College with an emphasis in Software Development (AAS). I have completed a Co-op at the Campus Technology Services at CPCC and worked at the ITS Help Desk.

EDUCATION

**A.A.S. IT, Specialty
in Web Technologies GPA 3.8
2016 - May 2020**

Central Piedmont Community
College, Charlotte, N.C.

**English as Second Language
GPA 4.0 2015 - 2016**

Central Piedmont Community
College, Charlotte, N.C.

EXPERIENCE

**Information Systems Analyst - Help Desk - CPCC
January 2018 - July 2019**

- Provides first-level support to users by installing, configuring, troubleshooting and maintaining user's hardware and software.
- Responded to inquiries and requests from users and provided assistance with the college's computer systems and/or personal computers.
- Identified problems, troubleshoot, and provided solutions to assist users.

**Lab Facilitator - Campus Technology Services (Intern) - CPCC
May 2017 - December 2017**

- Provided excellent customer service and technical assistance (help with Microsoft Office) to students and staff in the library.
- Maintain and troubleshoot hardware or software issues with the devices in Smart classrooms, computer classrooms, and conference rooms.

KEY SKILLS

Bilingual
Troubleshooting
Committed to excellence
Time Management
Disciplined
Analytical
Customer Service
Database structures
HTML5 and CSS

REFERENCES

- **Alex Dunlop** -Supervisor HD
1141 Elizabeth Ave, Charlotte, NC 28235 (704) 330-6980
- **Bounkong Sibounheuang** -Evenings Supervisor HD
1141 Elizabeth Ave, Charlotte, NC 28235 (704) 330-3539
- **Thomas West** -Full Time HD
1141 Elizabeth Ave, Charlotte, NC 28235 (704) 330-8083
- **Sean Wheeler** -Coworker HD
1141 Elizabeth Ave, Charlotte, NC 28235 (704) 330-3040
- **Elissa O'Quin** - Supervisor Subway
2416 W Indian Trail Rd Indian Trail, NC 28079 (980) 328-4259
- **Cristhy** - Supervisor Subway
(803) 431-4608