

PROFESSIONAL PROFILE

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.

WORK 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.
- Coordinated with other units within ITS to resolve problems as was necessary.

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.

EDUCATION

A.A.S. IT, specialty in Web Technologies

GPA 3.8

2016 - May 2020

Central Piedmont Community College, Charlotte, N.C.

Academic English as a Second Language

GPA 4.0

2015 - 2016

Central Piedmont Community College, Charlotte, N.C.

CERTIFICATIONS

■ Testout Pc Pro ■ Testout Network Pro ■ Testout Security Pro ■ EFL Certificate

TECHNICAL SKILLS

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