

**AARON HAZZARD**  
**#21 B MAIN STREET, COCORITE**  
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**TEL: 761-8373**

I am an enthusiastic individual that is eager to contribute to team success through hard work, attention to detail and excellent technical support skills.

## **EDUCATION**

### ***University of Trinidad and Tobago***

- BSC in Computer Science

### ***Diego Martin Central Secondary (2016-2021)***

- English A **Grade 3**
- Mathematics **Grade 3**
- Information Technology **Grade I**
- Physical Education and Sport General **Grade II**
- Social Studies **Grade III**
- Spanish **Grade II**
- Human and Social Biology **Grade IV**

## **WORK EXPERIENCE**

### **Technical Support Specialist – Bmobile – 2019 – Present**

- Assisted customers with technical issues or questions relating to computer hardware or software devices.
- Took phone calls from customers or communicated with them through messaging platforms.
- Helped customers diagnose technical issues over the phone and spoke with them about installing hardware or software on their computers.
- Installed, modified, and made minor repairs to computer hardware and software systems.
- Resolved tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Maintained system functionality by testing computer components.
- Helped design and implement networks.
- Consulted with users to determine appropriate hardware and software needs and assists in placing orders.
- Maximized computer systems capabilities by studying technical applications and making recommendations.
- Tested compatibility of new programs with existing ones.
- Gathered data to identify and evaluate technical purchasing options.
- Confirmed program objectives and specifications by testing new programs, comparing them with established standards, and making modifications.
- Evaluated vendor-supplied software by studying user objectives and testing software compatibility with existing hardware and programs.
- Installed software and necessary applications for workflow.
- Trained users on new software in person or through a variety of tutorial channels, including self-guided training videos, user manuals, and digital instruction pages, often in collaboration with technical writers.

- Maintained system capability by testing computer components.
- Carried out software, network, and database performance tuning.
- Documented hardware and software updates.
- Kept up to date on technical advancements by attending educational workshops, reviewing professional publications, and participating in professional societies.
- Prepared reference material for users by drafting operation instructions

#### **IT Support Specialist – Iqor – 2016 - 2018**

- Consulted with IT managers and other departments as required.
- Provided IT assistance to staff and customers.
- Operated as the IT Help Desk Support.
- Trained end-users on hardware functionality and software programs.
- Resolved logged errors in a timely manner.
- Monitored hardware, software, and system performance metrics.
- Updated computer software. as well as upgrading hardware and systems.
- Maintained databases and ensuring system security.
- Documented processes and performing diagnostic tests.
- Kept track of technological advancements and trends in IT support.

#### **ACCOMPLISHMENTS**

- ITIL Foundation

#### **SKILLS**

- Excellent written and verbal communication skills.
- Excellent problem-solving and troubleshooting skills.
- The ability to communicate technical information in an accessible manner to non-technical employees.
- A process improvement mindset.
- Software maintenance and testing capability.
- Vendor relations.
- Basic knowledge of networking principles and operating systems.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Customer-service focus.
- Collaborative mindset.
- Hands-on problem-solving ability.
- Knowledge of script languages such as Python, JavaScript, Java, C#, etc.
- Proficiency in Microsoft Office

#### **COMPETENCY**

Computer Programs such as:

- Unix
- C/C++
- Perl
- Linux

- Oracle databases & PL/SQL
- Tuxedo

## **REFERENCES**

1. John Perryman

**IT Manager –**

**Bmobile**

868-743-6457

2. Sherry Ramlal

**– IT Lead**

**IQor**

868-723-4357