

# Brian Latchman

## Contact Information

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## Objective

Motivated IT and computer science student seeking the PC Support Specialist role at the City of New Rochelle. Bringing a strong foundation in computer support, desktop environment maintenance, and a commitment to providing high-quality technical assistance.

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## Skills

- Computer Support and Maintenance
  - Desktop Environment Management
  - Telecommunications and Voicemail Systems
  - IT Networking Fundamentals
  - Software Troubleshooting
  - Microsoft Office Suite & Google Workspace
  - Bilingual: Spanish (Beginner - Learning)
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## Work Experience

### Life Insurance Agent

Moore-Defurio Agencies, Valhalla, NY

*June 2022 - August 2022*

- Provided technical support for clients in navigating online insurance platforms.
- Attended training sessions to enhance IT knowledge for better customer service delivery.

### Canine Handler

Dogtopia, New Rochelle, NY

*October 2021 - January 2022*

- Managed digital records of animal health and activities using specialized software.
- Ensured a safe digital environment by updating and maintaining the company's data entry systems.

## **Retail Store Associate**

CVS Pharmacy, New Rochelle, NY

*January 2020 - May 2021*

- Supported store operations by troubleshooting point-of-sale systems and updating software.
  - Provided technical assistance for in-store digital displays and equipment.
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## **Education**

### **Westchester Community College, Valhalla, NY**

*Expected Graduation: May 2024*

- Associate in Finance
- Relevant coursework: Computer Science Basics, IT Fundamentals

### **New Rochelle High School, New Rochelle, NY**

*Graduated: July 2019*

- High School Diploma
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## **Technical Proficiency**

- Desktop Operating Systems: Windows, macOS
  - Software: Microsoft Office Suite, Google Workspace
  - Basic Networking: Routers, Switches, and Network Configuration
  - Troubleshooting: Hardware and Software Issues, VoIP Systems
  - Tools: Remote Desktop, System Monitoring, Ticketing Systems
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## **Projects**

- **Home Lab Setup:** Designed and maintained a home lab environment using various operating systems and network configurations to simulate real-world IT scenarios.
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## **Certifications**

- Google Cybersecurity Certificate
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**Certifications (In Progress)**

- CompTIA Security+ (In Progress)  
Expected Completion: November 2024
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