

Cemroz Beltan**CompTIA A+ Certified IT Technician**

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Summary of Qualifications

Energetic IT technician at a warehouse of over 300 factory employees. 3+ years of experience with factory instruments and office hardware, software, and network connectivity. Increased performance by 5% after spearheading a building-wide OS upgrade. Seeking to leverage wide spectrum of IT knowledge and tech skills to become the next IT technician at Cellubop Gershwin Enterprises.

Work Experience**IT Technician**

January 2018–July 2019

GenConn Technoceuticals, Cincinnati, OH

Key Qualifications & Responsibilities

- Maintained hardware performance, network connectivity, and software updates in a factory of 300+ workers.
- Took over onboarding classes for factory hardware for all new employees.
- Diagnosed issues with warehouse-critical hardware and software, including handheld computers and station-specific systems.

Key Achievements

- Increased performance by 5% by spearheading warehouse-wide upgrade of computer systems from OS 3.5 to OS 4.1.
- Replaced receiving team's handheld computers, coming in \$5,000 under budget while purchasing devices which are guaranteed to last over 5 years.

IT Technician Assistant

November 2015–December 2017

10G Networkz, Cincinnati, OH

Key Qualifications & Responsibilities

- Troubleshooted all network connection problems which arose for clients in the Cincinnati region.
- Assisted clients in maintaining optimal connectivity and bandwidth.
- Supported internal administrative team at 10G Networkz with hardware and software issues (e.g., printers, scanners, computers, routers).
- Installed and trained new clients on the ins and outs of using 10G systems efficiently and effectively.

Education**Bachelor of Arts in Information Technology Systems**

New Mexico State University, Las Cruces, NM

Graduation: 2015

Relevant Coursework: Information Systems and Organizations, Networking and Telecommunications for 2020, Technological Integration and Problem Solving,

Information Systems Cyber Security, Wireless Networking, Database Management Systems, IT Technical Foundations.

Key Skills

- IT Troubleshooting & Problem Solving
- Onsite & Remote Technical Support
- Up-to-Date Knowledge of Computer Operating Systems
- LAN & WAN Connectivity & Maintenance
- Computer Hardware Systems & Components
- People Skills & Friendly, Helpful Attitude

Languages

- **Portuguese (Brazilian):** Elementary Proficiency

Certifications

- Certified Information Systems Security Professional (CISSP)
- Cisco Certified Network Associate (CCNA)
- CompTIA A+ Technician