

Franck Samuel Francois

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INFORMATION TECHNOLOGY PROFESSIONAL

Seeking a position in the field of Information Technology that offers growth opportunities and allows me to utilize my leadership skills and experience.

Key skills include:

- Skilled in Hardware and Software Troubleshooting, Maintenance, and Installations
- In-Depth Knowledge of Operating Systems, Software Packages, and Printers
- Top Customer-Service Skills in Providing Assistance to School Staff Members, Administration, and Families
- Fluency and Proficiency in the Following Spoken Languages: Haitian Creole, French, English, Spanish

PROFESSIONAL EXPERIENCE

Cherry Park Elementary School, David Douglas School District

Portland, OR

School Based Technology Support Assistant

February 2019 – Present

- Provided hardware and software troubleshooting and maintenance in conjunction with the District IT Team to all school Chromebooks, Macs, PCs, printers, projectors, and document cameras.
- Monitored and supervised the computer lab(s) and mobile carts by coordinating schedules, maintaining records and inventories, and recommending appropriate software.
- Provided first level hardware and software support for teachers, staff, and administration in-building, as well as remote support to staff and families during distance-learning.
- Provided computer instruction to students, individually and in groups while managing student behavior.
- Performed organizational tasks including: updating and editing the school calendar, newsletter, and website. Created media presentations for students with photos, videos, and audio.

Schools Uniting Neighborhoods (SUN), Metropolitan Family Service

Portland, OR

Community Schools Activity Leader

October 2019 – Present

- Designed and taught a coding and computer skill curriculum to 1st – 5th grade students
- Led an Introductory French class for 5th grade students

Grace International, Inc.

Carrefour, Haiti

Interpreter

June 2013 – April 2018

EDUCATION & CREDENTIALS

CFPH Centre de Formation Professionnelle d'Haiti (CANADO Technique)

Port-au-Prince, Haiti

Network Specialist, Computer Systems Networking and Telecommunications

August 2014 – 2016

- Experience with: Windows Installation, VMware, Windows Server 2008, 2012, Windows 7, 8.1, 10, Active Directory, Domain Services, Microsoft Programs, Cisco, Troubleshooting
- Courses: Maintenance Servers, Establishment of a Network, Routing and Switching, Network Supervision and Troubleshooting, Troubleshooting, Operating System
- Worked on three training teams installing a computer network, administering the network, performing maintenance and supervision of the network

Previously Held Certifications

October 2016 – 2019

- Cisco Certified Entry Networking Technician (CCENT)
- Cisco Certified Network Associate Routing and Switching (CCNA)