

Carlos Calderon

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CORE STRENGTHS

- CompTIA Security+ Certified
- Google IT Support Professional Certified (Tier 1 Level Troubleshooting Networking, Operating Systems, System Administration, and Security).
- Customer Service & Management.
- Bi-lingual (English/Spanish).

TECHNICAL SKILLS

Operating systems	Windows 10, Win XP, Windows 7, Windows 8, Linux CentOS/Mint
Desktop Programs	Microsoft Office 365, Microsoft Word, Excel, Outlook, PowerPoint, Google G Suite, Google Docs, Google Sheets.
Certification Skills	Active Directory User Management, Tier 1 Level Troubleshooting, Help Desk, Manage Virtual Machines, LAN, WAN, WI-FI, TCP/IP, DHCP, DNS, Windows Firewall, Antivirus, Putty, Command Line
Familiar with	HTML, CSS, Help Desk Ticketing Systems: Spiceworks, Service-Now, ManageEngine, Virtual Machines: Oracle VirtualBox, VMware, Windows Server 2006, Windows Enterprise, WordPress (my tech/related blog www.blogternet.com)

WORK EXPERIENCE

Raterlabs/Appen

2018-2019

Internet Analyst

Remote

- Completed analysis of search results under the allotted time 90% of the time. (Google/Youtube/Facebook)
- Used provided cloud-based tools to assess the relevancy, intent, and quality of query results based on strict guidelines and procedures for sites.
- Translated results from Spanish speaking countries to English and analyzed, reported, logged, and/or flagged user intent.
- Typed an average of 35 wpm to provide detailed comments per query result.

Digital Events Associates

2017-2018

Production Assistan

Hollywood, FL

- Communicated and worked closely with the production manager to ensure that all requirements were met on schedule.
- Proper placement & installation of Audio/Visual equipment, as well as sound checks.
- Assisted clients in setting up microphones, speakers, focusing lighting, projector and video setups. As well as other aspects of audio-visual required for performances, exhibitions, conventions, conferences, and meetings.
- Drove company vehicles to different cities, locations and loaded/unloaded equipment

Music Industry

2000-2020

Professional Guitarist(Tour/ Studio)

Worldwide

- 5x Recording Industry Association of America Certified Platinum Guitarist w/ Sony Music Artist, Farruko.
- Toured 20+ Countries, Media & Television Performances on HBO.
- Worked as a Live and Studio Guitarist in a variety of music genres: Pop, Latin, Urban, and Reggae. Worked with artists including but not limited to: Justin Quiles, Farruko, Sech, Damian Marley, Dalex, The Game, Tarrus Riley, Snow, Curren\$y, Whiz Khalifa, Lila Ike, and Gyptian.

Webjoys

Retail Manager

FL

2000-2013

Oakland Park,

- Managed a team of up to 8 employees, including, training and scheduling
- Created and managed store social media accounts.
- Served as an escalation point for customer feedback and complaints.
- Conducted weekly inventory and place orders; came in under budget 95% of the time. Reorganized store based on best selling items, trends, and season to raise sales 10%.

EDUCATION

Art Institute of Fort Lauderdale

Music & Video Business, AS Degree

CERTIFICATIONS

- **CompTIA Security+**
August 2020 Credential ID LV8Q3403XLB1QZS7
- **Google IT Support Professional Certificate**
June 2020, Credential ID EMEW3PE6PLX9
- **Inbound Sales Certification** HubSpot Academy
April 2019 Credential ID 9-7847672-1555961136237
- **Content Marketing Certification** HubSpot Academy
April 2019 Credential ID 15-7847672-1555878177120

INTERESTS

- **Interests** Learning, Cybersecurity, Tech, Crypto, Fitness, Health, Nutrition, Books, Podcasts, Hiking, Self-Development, Content Creation, Blogging, Youtube (over 8 Million views on my How-To channel)

Dear Hiring Manager,

Having recently completed the CompTIA Security+ Certification and the Google IT Support Professional Certificate, I am ready to start the next chapter of my life. I don't come from a traditional IT background. I have been a working professional in the music industry. I have also worked as an internet/search engine analyst and a retail manager. My goal is to move into my other passion which is Cybersecurity and IT. I am seeking an entry-level role in IT security, Security Operations Center Analyst, or Help Desk. I am willing to relocate to do this.

As I mentioned I completed the Google IT Support Professional Certificate, an eight-month intensive IT program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes evaluative hands-on assessments. I believe with the two aforementioned certifications and my previous technical knowledge I will be an asset to your team,

I use my spare time to enhance my IT skillsets, particularly Cybersecurity. If granted the opportunity, I will bring that same drive over to your workforce.

Please note that I am serious about this opportunity. I look forward to the chance to chat about this role. If you do not think I am the right fit for this role please consider me for another position. Thank your time and consideration.

Sincerely,
Carlos Calderon