

# Mortant Darios-Verdi

## INFORMATION TECHNOLOGY TECHNICIAN

Seattle, WA

[dariosverdi@gmail.com](mailto:dariosverdi@gmail.com)

206-480-8496

Certified Computer Repair Technician successful at developing unique troubleshooting techniques, executing high-quality repairs, and providing sound installation services to customers. Qualified to repair both Windows and Mac systems (Apple). Knowledgeable professional Offering technical and practical guidance on how to prevent future problems and prolong product longevity.

## Work Experience

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### IT Technician

Gadget Fix - Seattle, WA

April 2019 to Present

- Specialized in computer system and laptop, cell phones and other gadgets sales to business and personal customers
- Provided on site computer and gadgets repair services to small business and private customers.
- Diagnosed software issues, installed updates or new software and removed malicious programs
- Consulted with customers regarding technological needs as well as technical problems
- Disassembled system on-site to diagnose issues and make selected repairs
- Explained features to customers and offered advice on best fit-choices based on customer needs

### IT Technician

CPR - Everett, WA

July 2018 to March 2019

- Accept customer desktop, laptop, video games and cell phone systems in store for repair.
- Request information about software and hardware issues and document all concerns.
- Troubleshoot systems and work with customers to determine needed hardware or Software changes
- Break down systems, remove malfunctioning hardware, and install new parts.
- Check system software and data integrity.
- Perform all repairs with utmost concern for customer privacy.
- Resolve selected issues with smart phones and tablets mostly with iOS and Android devices

### Computer Repair Technician

X-TIGI

March 2015 to August 2017

Lomé-TOGO

- Accept customer desktop, laptop and cell phone systems in store for repair.
- Request information about software and hardware issues and document all concerns.
- Troubleshoot systems and work with customers to determine needed hardware or Software changes
- Break down systems, remove malfunctioning hardware, and install new parts.
- Check system software and data integrity.
- Perform all repairs with utmost concern for customer privacy.

- Resolve selected issues with smart phones and tablets.

### **IT Technician**

Espace Construction

August 2014 to February 2015

Lomé-TOGO

- Diagnosed software issues, installed updates or new software, and removed application malicious programs.
- Took systems off-site as needed for major repairs/rebuilds.
- Disassembled systems on-site to diagnose issues and make selected repairs.

## Education

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### **TRAINING in Apple Products**

GoeBits Apple Authorized Service Provider - Seattle, WA

2019

### **Associate in Business Administration**

Edmonds Community College - Edmonds, WA

September 2017 to June 2018

### **Volunteer at Plan TOGO Orphanage Foundation**

TOGO

June 2015 to April 2017

### **CERTIFICATE in INFORMATION TECHNOLOGIE (IT)**

INDIAN INSTITUTE OF HARDWARE AND TECHNOLOGY

2014 to 2016

### **High school Degree in Biology**

Maratho High School

2014

## Skills

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- Microsoft Office (3 years)
- Python ; HTML ; C++ ; SQL (Less than 1 year)
- Hospitality Management (1 year)
- Customer Service (6 years)
- Organizational Skills (5 years)
- Communications Skills (5 years)
- Front Desk (4 years)
- Software Troubleshooting

## Certifications and Licenses

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## **WA Driver's License**

### Additional Information

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#### Personal Profile

Name : DARIOS-VERDI MORTANT

Date of Birth :10/26/1994

Marital Status : Married with one kids

Language Spoken : English , French , Ewe

Hobbies : Sport,Music