

MICHAEL GUIAO

IT Help Desk Analyst

Pomona, CA 91767

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OBJECTIVE

A strong team player and a detail-oriented performer who is willing to learn seeking a full-time job in an IT role such as help desk, or IT Specialist/analyst.

#readytowork

EDUCATION

Bachelor's in Cybersecurity and Information Assurance

Western Governors University

Salt Lake City, UT

October 2019 to Present

Fundamentals of Information Security, ITIL v.3, CompTIA A+ 220-1101, CompTIA A+ 220-1102, CIW Site Development Associate, Scripting and Programming Foundations, CompTIA Security+, CompTIA Network+, CIW WSA, Data Management – Applications, CompTIA Project+, CompTIA CySA+, ISC2 SSCP, Managing Cloud Security, EC-Council ECIH, Managing Information Security, etc.

KEY SKILLS

Team Player
Analytical Skills
Communication
Attention to Detail
Reliable

EXPERIENCE

2013 - Present

Pharmacy • Pharmacy Technician, CPhT • Costco Pharmacy

2011 - 2013

Pharmacy • Pharmacy Technician, CPhT • Target Pharmacy

- Answering 30+ phone calls daily assisting customers and healthcare providers, answering questions regarding prescription orders
- Data entry typing up to 450+ prescriptions daily while assisting customers and answering phone calls
- Documenting all communication from healthcare providers accurately in the system for references
- Overseeing all operations of the pharmacy including efficiently and effectively filling all prescriptions
- Troubleshooting insurance claims and printers
- Providing quality customer service to patients and other healthcare providers
- Trained incoming pharmacy technicians on job procedures
- Assist in ordering and coordinating inventory of all drug / pharmaceutical supplies and equipment

CERTIFICATIONS

CompTIA A+

May 2020 to May 2023

MTA Networking Fundamentals

ITIL v3

CIW Web Security Associate

CompTIA Network+

July 2020 to July 2023