Kevin Fernandez

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Authorized to work in the US for any employer

# Work Experience

## Help Desk Support III

Data-Tech

November 2013 to March 2020

* Test and evaluate all PC’s, Macintosh Laptops, desktops, printers, modems, routers, internal firewalls, switches, servers and internal databases (hardware and software).
* Planning the deployments of PC’s, Macintosh computers, operating systems and application/configuration upgrades.
* Working closely with client groups, measuring performance against customer requirements and recommend modifications to existing systems or development of new systems as needed. Plan and coordinate projects to meet future needs.
* Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational problems.
* Upgrade systems and processes as required for enhanced functionality and security issue resolution
* Administrate infrastructure, including firewalls, databases, malware protection software and other processes
* Provide afterhours support for clients and production environment as needed.
* Maintains a knowledge base with respect to relevant state –of-the-art technology, equipment, and/or systems.
* Responsible for monitoring Salesforce (Helpdesk system) Ticket Queues for all PC and Macintosh related operational issues or emergencies to meet assigned SLA’s.
* Provide Executive Support as required to senior management.

## IT Support Specialist II

MDT Personnel

April 2012 to November 2013

* Support the daily activities of the PC and Mac communities, to include if need be training, organizing and planning.
* Responsible for enhancements and maintenance of all hardware for assigned client groups.
* Provide 1st and 2nd level PC and Macintosh support to all clients.
* Provide a high level of customer service and technical support for all PC and Macintosh client groups.
* Proficiency with installation and troubleshooting of PC’s and Macintosh Laptops peripherals.
* Thorough knowledge and understanding of Macintosh OS and Windows Operating Systems
* Experience in setup of Androids and iPhone devices required.
* Provide technical assistance with computer hardware and software
* Resolve issues for staff via phone, in person, or electronically. Log bugs and enhancement requests
* Perform hardware and software installations, configurations and updates as needed
* Create and maintain tips and tricks solutions for online database and web site
* Provide introductory on-line & classroom training for company products
* Resolve technical issues in a timely manner using available resources within the company

## Help Desk Analyst

Westaff

January 2011 to April 2012

* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
* Respond to queries either in person or over the phone.
* Write training manuals.
* Train computer users.
* Maintain daily performance of computer systems.
* Respond to email messages for customers seeking help.
* Ask questions to determine nature of problem.
* Walk customer through problem-solving process.
* Install, modify, and repair computer hardware and software.
* Clean up computers.
* Run diagnostic programs to resolve problems.
* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Install computer peripherals for users.
* Follow up with customers to ensure issue has been resolved.
* Gain feedback from customers about computer usage.
* Run reports to determine malfunctions that continue to occur.
* Resolving more complex issues requiring detailed systems and applications knowledge; these issues have been escalated from Tier 1
* Deciding whether to generate a trouble or work order ticket for issues that will require a visit to the user’s PC or workstation
* Researching and resolving the most difficult and complex problems that other help desk levels have been unable to resolve
* Analysing and identifying trends in issue reporting and devising preventive solutions
* Mentoring other help desk personnel on hardware and software problem analysis and resolution

# Education

## Bachelor's in Information Technology

Full Sail University

March 2020 to July 2022

## Information Technology

Traviss Career Center

September 2013 to July 2014

## Associate in Information Technology

Miami Dade College

August 2010 to May 2013

## High school diploma

Brandon High School

2006 to 2010

# Skills

* Windows
* Mac OS X
* Python
* Linux
* iOS
* Android
* Swift
* SQL
* MySQL
* SQLite
* C++
* C#
* Zsh
* Bash
* PowerShell
* Active Directory
* VMWare
* Hyper V
* LAN
* DNS
* TCP/IP
* Technical Support
* Network Administration
* VPN
* VLAN
* WAN
* DHCP
* Microsoft Windows Server
* Zendesk
* Salesforce

# Certifications and Licenses

**•Network+**

**•CompTIA A+**

**•Security+**

**•CCNA**

**•ACMT**

**•ACiT**

**•MCP**

**•MCDST**

**•Server+**

**•Linux+**

# Assessments

## Data Entry Clerk — Proficient

October 2019

Maintaining data integrity by detecting errors.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/2984d82d1dae068df32a656f4cb023c7eed53dc074545cb7)

[share\_to\_profile/2984d82d1dae068df32a656f4cb023c7eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/2984d82d1dae068df32a656f4cb023c7eed53dc074545cb7)

## Reliability — Highly Proficient

February 2020

Tendency to be dependable and come to work.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/5af1e2cff25af54d9421453fb74b1616eed53dc074545cb7)

[share\_to\_profile/5af1e2cff25af54d9421453fb74b1616eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/5af1e2cff25af54d9421453fb74b1616eed53dc074545cb7)

## Basic Computer Skills: PC — Highly Proficient

February 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [https://share.indeedassessments.com/share\_to\_profile/ c8632c6358d5c84136361a9e6c391466eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/c8632c6358d5c84136361a9e6c391466eed53dc074545cb7)

## Basic Maintenance and Repair — Proficient

February 2020

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/0b076ab61e47b0875f93e1167ca2ebc8eed53dc074545cb7)

[share\_to\_profile/0b076ab61e47b0875f93e1167ca2ebc8eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/0b076ab61e47b0875f93e1167ca2ebc8eed53dc074545cb7)

## Attention to Detail — Highly Proficient

February 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [https://share.indeedassessments.com/attempts/ ce0778b9ec3b0aa41981aeb1a721ab73eed53dc074545cb7](https://share.indeedassessments.com/attempts/ce0778b9ec3b0aa41981aeb1a721ab73eed53dc074545cb7)

## Technical Support — Proficient

February 2020

Performing software, hardware, and network operations.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/201ecddc7108f27fe8da8a4f639c778ceed53dc074545cb7)

[share\_to\_profile/201ecddc7108f27fe8da8a4f639c778ceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/201ecddc7108f27fe8da8a4f639c778ceed53dc074545cb7)

## Technical Support: Customer Situations — Proficient

February 2020

Responding to technical support situations with sensitivity.

Full results: [https://share.indeedassessments.com/share\_to\_profile/ c1f4b69b818dd85c382177e709dc87f7eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/c1f4b69b818dd85c382177e709dc87f7eed53dc074545cb7)

## Work Style: Conscientiousness — Expert

March 2020

Tendency to be well-organized, rule-abiding, and hard-working. Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/32a34e310d838242aed730e091924d81eed53dc074545cb7)

[share\_to\_profile/32a34e310d838242aed730e091924d81eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/32a34e310d838242aed730e091924d81eed53dc074545cb7)

## Problem Solving — Highly Proficient

March 2020

Measures a candidate's ability to analyze relevant information when solving problems

Full results: <https://share.indeedassessments.com/attempts/96bbad51518d265a845b526130157688>

## Data Entry Clerk — Highly Proficient

March 2020

Maintaining data integrity by detecting errors.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/58ce9762f22a3baa7e710d8734ca6220eed53dc074545cb7)

[share\_to\_profile/58ce9762f22a3baa7e710d8734ca6220eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/58ce9762f22a3baa7e710d8734ca6220eed53dc074545cb7)

## Technical Support — Proficient

February 2020

Performing software, hardware, and network operations.

Full results: [https://share.indeedassessments.com/share\_to\_profile/ dc795a232da865018bafa41bdf0ffbebeed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/dc795a232da865018bafa41bdf0ffbebeed53dc074545cb7)

## CRM Skills with Salesforce — Highly Proficient

March 2020

Knowledge of Salesforce objects, fields, and processes.

Full results: [https://share.indeedassessments.com/share\_to\_profile/ f54a4e4e73a24097d4f0c0d4087cb4e9eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/f54a4e4e73a24097d4f0c0d4087cb4e9eed53dc074545cb7)

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