**U.S work Authorization**

**(No visa sponsorship needed)**

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**Costa Manuel Francisco**

120 Republican St Seattle, WA 98109

1. 409-562

manuuel2019@gmail.com

**SUMMARY**

* Experienced IT Technician with background in computer Hardware, Software

Skills and Ability

* IT troubleshooting and familiarity with products such as Windows OS, Active Directory
* Desktop Support and Server OS, basic Linux and Google operating System Chrome OS
* Microsoft Office (Word, Excel, PowerPoint, Google Drive and Outlook)
* Strong customer service and ability to manage time and prioritize tasks
* Bilingual (Portuguese and English)
* I have easy interpersonal communication and easy adaption in the professional environment

**EDUCATION,** (Continuing Professional Development)

**DELL EMC TECH-DIRECT TRAING CERTIFICATES** Feb 2020/Mar 202

* Dell EMC Service Basics 2017 (Auth ID: 3237)
* Dell 100 Client Foundation 2019 (Auth ID: 3255)
* Dell 200 Client 2018 (Auth ID: 3245)
* Dell 200 Wyse Thin Client 2017 (Auth ID: 3239)

**SOUTH MAINE COMMUNITY COLLEGE**

* Matrix learning Computer Systems Technician Certificates April/ Sept 2018
* Building Professional Network
* CompTIA A+220-801: Networking Technologies
* CompTIA A+220-801: Bios and Motherboard
* CompTIA A+ 220-802: General Troubleshooting

**METROPOLITAN UNIVERSITY OF ANGOLA** Mar 2016 /Jan 2017

Computer science

* Information theory, programming and Computer hardware includes the physical, tangible parts, central processing unit,
* Monitor, keyboard, computer data storage, graphic card, sound card, speakers and motherboard

**WORK HISTORY**

**Konica Minolta (Norton HealthCare Windows 10 Project) IT Project Technician** Jun20/May21

* Maintain inventory of IT equipment and Prepare reports for Analysis
* Setup and configure new desktops and laptops, install software for deployment
* EUC Hardware standards test Lab win 7 to win 10,
* Installing, configuring, upgrading, and maintaining software.
* Backup and Restore user data, Run Ipconfig/ VPN, and Network connectivity
* Set Microsoft Edge, check for Mic word, Excel, and other related applications such as Asana and Slake
* Set up thin clients for DMO Prod POC to install dragon

**Bonney Staffing** (**Abbott Scarborough Maine) Quality Control Technician** Jun/Sept 2019

* Perform Software, Uboot LFR’s and upgrade ID Now’s
* Maintain and calibrate all inspection laboratories
* Equipment testing and installing

**ABBTECH (Unisys/Census FITD Team Project) PC Technician** Apr/2019

* Performing PC setup and consulting Services, desktop hardware, printers, application support, etc.
* Installing and configuring windows 10
* Installing Networking equipment and testing

**Great Falls Marketing Customer Service Representative** Apr /May 2019

- Searches company records under ZIP code, name, account number, and computer printout, etc.

- Writes up order, mails catalog, samples, price question, and similar data to customer

- Analyzes transactions, corrects records, and adjusts errors and troubleshooting issues

**Pro- Search (WEX INC)**  **Security Analyst**  Nov2018/Jan 2019

* Microsoft Office (Excel, Google Driver and Outlooks)
* Access control policy creating permissions for certain users to have privilege or access to certain files
* Pivot tables, macros, imputing data, creating rows, columns and tables.
* Importing /exporting data, networking, application and database access