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| Education | **Schenectady County Community College** - A.S.Degree- Computer Science 2014, GPA 3.5.  **University of Florida Online** – BS Degree - Computer Science -  In Progress  **Schalmont High School** – Graduated 2008. |
| Work Experience | Company Name**: Core Civic**  From: August 5, 2019 to Present  Address: 2190 E Mesquite Ave., Pahrump, NV 89060  Phone: 775-751-4500  Position: Technical Support Specialist   * Provide support for PCs - hardware, software, and peripheral equipment * Perform diagnostics, troubleshooting and repairs on PCs and related equipment * Troubleshooting issues with Lenovo and Citrix software   Company Name: **Community Care Physicians PC**  From: May 7, 2018 to July 2019  Address: 711 Troy Schenectady Rd. Suite 201,Latham, NY 12110  Phone: 518-782-3962  Position: System Analyst-Help Desk   * Answer help desk calls and emails concerning technology issues from over 1,500 employees * Set up and configure computers for new users over a domain network * Troubleshoot issues in several medical applications * Experience in remotely accessing users computers to resolve problems * Experience in active directory such as adding and removing users * Certified in repairing Lenovo computers * Troubleshooting issues with Citrix   Company Name**: Best Buy – Geek Squad**  From: February 2018 to February 2019  Address: 1 Crossgates Mall Rd, Albany, NY 12203  Phone: [(518) 452-6881](javascript:void(0))  Position: Consultation Agent   * Check-in computers in need of repair * Suggest solutions for repairing computers * Minor hardware repairs and software installations/troubleshooting * Miscellaneous repairs on other electronic devices * Answer customer questions by telephone   Company Name: **Best Buy**  From: December 2015 to February 2018  Address: 1 Crossgates Mall Rd., Albany, NY 12203  Phone: 518-452-6881  Position: Computer Sales Consultant   * Sales of personal computers, laptops, tablets, software, printers, and computer related electronics * Finalizing sales on cash register * Clean-up department, unload trucks, and restock inventory * Apple Professional Certified * Gold certified for E-Learnings |
| Skills  Activities | Java, C++, Visual Basic, Python, and webpage design  Mac and Windows Video and Photoshop Software  Knowledgeable in Apple and Microsoft products  Troubleshooting and diagnostic skills using Active Directory, Citrix, SCCM  Basic command prompt skills  Member of Schalmont Cross Country Team – 2006-2008  Member of Schalmont High School Track Team – 2007-2008  Obtained rank of Life Scout, Boy Scouts of America  Elected to Order of the Arrow Service Organization, Boy Scouts of America | |
| Awards | Schenectady County Community College – Graduated with Honors - 2014  Schenectady County Community College Dean’s List – Fall 2013  Schenectady County Community College President’s List – Fall 2009 | |
| References | **Ms. Karen Bowdish**  IT Manager  Community Care Physicians  711 Troy-Schenectady Road Latham,NY 12110  518-810-8737  **Ms. Ashley Lucht**  Registered Nurse  Albany Medical Center  43 New Scotland Ave, Albany NY 12208  918-770-5254  **Mr. Doug Cusano**  Store Manager  Best Buy  1 Crossgates Mall Road, Albany, NY 12203  716-208-0714  **Ms. Michele Blakely**  Retired Teacher of the Deaf  Capital Region Boces  4 Newell Rd, Schenectady, NY 12306  518-528-5250 |