**U.S work Authorization**

**(No visa sponsorship needed)**

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**Costa Manuel Francisco**

120 Republican St Seattle, WA 98109

1. 409-5624

manuuel2019@gmail.com

**SUMMARY**

* Experienced IT Technician with background in computer Hardware and 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)

**Seattle Central College** Sept 2021 /May 2023

Database Administration & Development

* Organize data, install database management
* Create and secure database, design database-driven applications

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

* 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

**WORK HISTORY**

**Konica Minolta (Norton HealthCare Windows 10 Project) IT Project Technician** Jun 2020/May 2021

* Maintain inventory of IT equipment and Prepare reports for Analysis
* Imaging, configuring, and supporting PC, laptop, Printer, and peripheral hardware
* Supporting Microsoft Windows 10 and 7
* Troubleshooting network and connectivity issues
* Backup and Restore user data, Run Ipconfig
* Setup Microsoft Edge, check for Mic word, Excel, and other related applications such as Asana and Slake
* TCP/ WAPs, Wireless, and other networking devices

**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** Apr2 019/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