**TIFFANY​ ​BURKE,​ ​A+​ ​Net+**

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**INFORMATION​ ​TECHNOLOGY​ ​SPECIALIST**

**PROFILE:** Computer and network services professional with extensive training in configuring and installing LAN, Wi-Fi, desktops, laptops, printers and peripherals. Able to deploy images and software following all company standards. Knowledge of theory and concepts needed to identify and resolve technical problems. Ten years of customer service experience. Five years of technical experience. CompTIA A+ and Network+ certified. Valid California driver’s license. Valid NYS Gaming License.

**■ Strengths:** Customer service driven, excellent written and verbal communication skills, outstanding work ethic, strong sense of integrity, exceptional ability to work with diverse groups, proactive attitude.

**EDUCATION**

**Per​ ​Scholas**,​ ​Bronx, NY 08/2015 - 11/2015

*Computer Technician Training* - A comprehensive IT curriculum incorporating a unique combination of formal instruction and hands-on activities in a real-world working environment

**Queensborough​ ​Community​ ​College**,​ ​Bayside, NY 08/2010 - 05/2013

*Associate’s Degree*, Major: New Media Technology; Courses: Java, C++, Web Design, Networking, etc.

**EXPERIENCE**

**Field Support Engineer** 12/2017 - Present*Novasyte, Carlsbad, CA*  
*Client: Becton, Dickinson and Company (BD)*

■ Manages teams of field service personnel while performing installations, troubleshooting, repairing, and updating new and currently in use medical devices

■ Travels to various medical facilities to perform remediation, software upgrades and PMs

■ Ensures the efficiency, accuracy, and completeness of implementation of service products and records

**Field​ ​Service​ ​Technician​ ​l** 01/2017 - 10/2017

*Scientific Games, Jamaica, NY*

■ Troubleshot problems down to the component level using internal diagnostic tests, options, and functional testing for electronic table games and slot machines

■ Replaced faulty low voltage components to ensure accurate functionality

■ Recorded service call information, logs and reported data communication problems to management and communicated recommendations on customer’s equipment

**Technical​ ​Support​ ​Representative​ ​ll** 02/2016 - 01/2017

*Cablevision, Jericho, NY*

■ Provided telephone technical support to over 2 million subscribers; assisted with online connectivity issues

■ Troubleshot Level 2 Technical Support calls from Optimum Online and Optimum Voice customers who are using the supported software/hardware

■ Guided and educated customers through established troubleshooting procedures

**Borough​ ​Lead​ ​Technician** 11/2015 - 02/2016  
*Interface Computer Communications, East Rutherford, NJ*

■ Responsible for resolving and logging service requests relating to laptops, printers, access points and software issues

■ Traveled to various sites to perform weekly Steady State Visits and Preventative Maintenance

■ Applied updates, report site surveys, and verifed asset inventory