

Denis Diaz

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CERTIFICATIONS

- CompTIA A+ Certified
- CompTIA Network+ Certified

WORK EXPERIENCE

NOC/Tier 1 Support/Help Desk Technician

May 2021 - Current

SemTech IT Solutions

Longwood, FL

- Monitored, identified, and categorized backup issues. Responded to calls-for-service to maintain NOC effectiveness for 16 different companies.
- Maintained more than 1000 combined company servers, computers, printers, cables and other equipment.
- Worked at the help desk to resolve 8 – 12 tickets daily that came through the company support line and Email.
- Triage incoming support tickets, prioritizing requests based on severity and potential operational disruptions to maintain SLAs.
- Installed, supported and maintained company hardware and software infrastructure according to ITIL best practices.
- Imaged OS and software deployments and addressed any implementation concerns.
- Gained experience with devices such as Datto BCDR and Sophos Firewalls.
- Troubleshoot and resolved issues with peripheral devices such as printers and copiers for end users.
- Supported the CoreDial/Yealink phone systems that were under our direct management.

Warehouse Logistics / Printer Technician

May 2020 – May 2021

Victory Tailgate

Orlando, FL

- Coordinated the packaging and shipment of more than 500+ products a day.
- Assisted in resolving basic troubleshooting issues with office/industrial printers as needed. This involved anywhere from network issues to software-related issues.

Master Driver

December 2018 – May 2020

Papa John's

Kissimmee, FL

- Personally undertook the training of more than 10 individual drivers.
- Resolved an average of 3 customer problems daily. Followed up with customers afterwards to ensure customer satisfaction.
- Prepped and delivered 20 orders daily in a fast and productive manner.

EDUCATION

Valencia College

Spring 2021

Associate of Arts in Information Technology

Kissimmee, FL

Lambda School

*Web Development Boot
Camp*

2020-2021

PROJECTS

- <http://www.denisdiaz.org> (not yet optimized for Mobile)
 - Personal website that I made using HTML5, CSS3, and JavaScript. Overall work took more than 100 hours of planning, outlining, and live development time.

SKILLS

- **Skills:** Microsoft Windows, Microsoft Windows Server, Active Directory, Firewalls, Desktop Support, IT support, macOS, iOS, Firewalls, Cloud Continuity, Disaster Recovery, HTML5, CSS3, JS, React.JS, Leadership, Customer service, Adaptability, and Bilingual.