Enzo Bossa

IT Technician

✉ enzobossa12@gmail.com   📞 786-563-6706   📍 Delray Beach, FL   🔗 https://www.enzobossa.com/

🪪 Profile

Results-driven IT Technician with 5+ years of experience in troubleshooting, maintaining, and optimizing hardware, software, and network systems. Skilled in diagnosing technical issues, providing end-user support, and implementing solutions that enhance system performance and security. Adept at managing IT infrastructure, configuring devices, and ensuring seamless operations in fast-paced environments. Committed to delivering excellent customer service and technical expertise to support business objectives.

💼 Professional Experience

The Law Firm of Marcelle Poirier   02/2024 – 03/2025
Web Developer/IT Specialist   Miami Beach, FL
- Develop and maintain websites and web applications according to project requirements.
- Write clean, efficient, and maintainable code using WordPress. Implement responsive web design techniques to ensure compatibility across various devices and screen sizes.
- Integrate third-party APIs and services to enhance website functionality.
- Optimize web applications for maximum speed, scalability, and performance.
- Conduct thorough testing and debugging to identify and resolve issues promptly.
- Troubleshoot and resolve hardware and software issues for desktops, laptops, printers, and other peripherals.

Eco Cleaners   10/2019 – 02/2024
IT/Help Desk   Oakland Park, FL
- Provide first-line technical support to users via ticketing system.
- Troubleshoot and resolve hardware and software issues for desktops, laptops, printers, and other peripherals.
- Assist users with login problems, password resets, and account management.
- Install, configure, and update software applications and operating systems.
- Diagnose and resolve network connectivity issues, both wired and wireless.
- Educate users on basic IT procedures and best practices for data security.

🎓 Education

Bachelor's of Science in Computer Science   06/2018 – 12/2023
Florida Atlantic University   Boca Raton, FL
Minor in Artificial Intelligence

🪪 Certificates

- Comptia A+

🧠 Skills

Troubleshooting	● ● ● ● ●	Printers	● ● ● ● ●
Active Directory	● ● ● ● ●	Command-Line	● ● ● ● ●
RDP	● ● ● ● ●	TeamViewer	● ● ● ● ●
BIOS	● ● ● ● ●	Microsoft 365	● ● ● ● ●
Jira	● ● ● ● ●	Slack	● ● ● ● ●
C/C++	● ● ● ● ○	C#	● ● ● ○ ○
Java	● ● ● ○ ○	Javascript	● ● ● ● ○
Swift	● ● ● ○ ○	Python	● ● ● ● ●
PHP	● ● ● ● ○	HTML5	● ● ● ● ●
CSS3	● ● ● ● ●	Wordpress	● ● ● ● ●
Windows	● ● ● ● ●	Linux	● ● ● ○ ○
MacOS	● ● ● ● ○		

🌐 Languages

English ● French