Enzo Bossa

TT Technician

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№ 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

Web Developer/IT Specialist

02/2024 - 03/2025

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 Oakland Park, FL

IT/Help Desk

- 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 Florida Atlantic University Minor in Artificial Intelligence

06/2018 - 12/2023

Boca Raton, FL

Certificates

- Comptia A+



Active Directory

RDP

BIOS

Jira

C/C++

Java

Swift

PHP

CSS3

Windows

Mac0S

● ● ● ● Printers

Command-Line

● ● TeamViewer

● ● ● ● Microsoft 365

● ● ● ● Slack

• • • • C#

● ● ● ● Javascript

● ● ● ● Python

● ● ● ● HTML5

● ● ● ● Wordpress

● ● ● ● Linux

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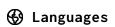
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