

Gasenia Caraballo

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Objective

Certified IT professional adept at resolving technical issues and leading teams effectively to deliver innovative technology solutions and drive operational success.

Education

Florida Agricultural & Mechanical, Tallahassee, FL Bachelor of Science, Information Technology

Expected Graduation Date: Dec 2026

Miami Dade College, Miami, FL Associates of Arts, Biology

Graduation Date: May 2013

Specialized Skills & Interest

- CompTIA Security+ CE, Extron Certified A/V Associate

Professional Experience

GDIT, DORAL, FL SYSTEMS ENGINEER/COLLABORATION LEAD SCHEDULER

DECEMBER 2023 – PRESENT

- Oversee a two-man team for execute technical support for Director+ meetings/events
- Frequently act as tertiary section lead of a team of 20+
- Diagnose & resolve technical issues that arise

GDIT, DORAL, FL, COLLABORATION LEAD SCHEDULER/TECHNICIAN

DECEMBER 2020 – DECEMBER 2023

- Oversee a two-man team for scheduling technical support for Director+ meetings/events
- Oversee collaboration scheduling web app
- Diagnose & resolve technical issues that arise

C4 PLANNING SOLUTIONS, DORAL, FL, VTC SCHEDULER/TECHNICIAN

MAY 2019 – DECEMBER 2020

- Schedule technical support for Director+ meetings/events
- Oversee collaboration scheduling web app
- Diagnose & resolve technical issues that arise

TEK PATNERS LLC, DORAL, FL, VTC SCHEDULER NOVEMBER 2018 – MAY 2019

- Scheduling technical support for Director+ meetings/events

TOWNE PARK, MIAMI BEACH, FL, VALET CASHIER

DECEMBER 2020 – DECEMBER 2023

- Greeted customers, respond to questions, and assistance
- Collected and process payment transaction
- Send valet personnel to retrieve customers vehicles

CGI (DEPT OF STATE, BUREAU OF CONSULAR AFFAIRS, MIAMI, FL, ACCEPTANCE AGENT MARCH 2016 – NOVEMBER 2018

- Review and verify customers application for proper completion
- Collected and processed payment transactions
- Assist with other clerical passport support associate duties

REFERENCES MADE UPON REQUEST