**Gasenia Caraballo**

gaseniac@gmail.com |786-608-2421| Miami, FL

**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**