

# Anthony Franco

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## Summary

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Recent technical high school student with hands-on experience in computer systems, networking, and customer service. Proficient in troubleshooting, IT operations, and support. Seeking to leverage my skills in a developmental role as an Information Technology Analyst Trainee with the State of Connecticut.

## Relevant Experience

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### Freelance Computer Technician

Self-Employed | 2021 – Present

- Diagnose and repair hardware/software issues on desktops, laptops, and other devices.
- Perform system upgrades, software installations, and maintenance.
- Provide user training and remote technical support for Windows, macOS, and Linux systems.
- Assist with basic networking tasks, including router setups and connectivity troubleshooting.

### Front-End Coordinator / CEC

Marshalls | June 2023 – April 2024

- Managed front-end operations, team leadership, and customer service.
- Oversaw financial accuracy, register balancing, and implemented efficient workflows.
- Handled customer escalations and provided solutions to maintain service standards.

### IT Analyst / Delivery Coordinator

Middletown Toyota | April 2024 – Present

- Support IT operations and resolve technical issues within the dealership.
- Coordinate new system implementations and assist staff with technology questions.
- Collaborate with sales and service teams to ensure smooth system functionality.

## Education

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Vinal Technical High School – Middletown, CT

Expected Graduation: 2025

Focus: Information Technology / Computer Systems

## Technical Skills

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- Proficient in Windows, macOS, and Linux environments
- Hardware/software troubleshooting and repair
- Experience with Microsoft Office Suite (Word, Excel, Teams, Outlook)
- Familiar with DHCP, DNS, and network troubleshooting
- Internet Protocol Subnetting and Addressing knowledge
- Knowledge of Cisco Network Switches and Access Points
- Exposure to Microsoft Visio for network diagramming
- Ability to create technical documentation and reports
- Strong logic, analytical, and problem-solving skills
- Excellent interpersonal communication and teamwork abilities
- Customer-focused with experience supporting end users

## Certifications

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- MO-100: Microsoft Word (Office 2019)
- MO-200: Microsoft Excel (Office 2019)
- MO-300: Microsoft PowerPoint (Office 2019)
- CompTIA A+ Core Series (220-1101 & 220-1102)
- TestOut PC Pro (PC Pro 220)

## References

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Available upon request