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| **William Franklin**  **4224 White Oak Road**  **Tampa, FL 33601**  **(813) 555-0112**  **wfranklin@alcona.net** | |
| **OBJECTIVE** | To obtain a Business Programmer Analyst position that will use my technical and communication skills and computer support experience. |
| **EDUCATION** | **Florida International University, Miami, FL**  Bachelor of Science, Business Management  September 2014 to May 2016  **Florida Port Community College, St. Petersburg, FL**  Associate of Science, Business Computing  September 2012 to May 2014 |
| **RELEVANT EXPERIENCE** | **IT Analyst**, Florida International University, Miami, FL  January 2014 to present   * Provide local and remote desktop support across campus * Link computers via wireless router * Provide support for Windows, Macintosh, and Linux computers * Provide support for Windows Azure cloud platform * Provide support for Microsoft and Adobe Creative Suite software products * Analyze and resolve network problems   **Computer Technician** (part-time), Coast Off Road Racing, St Petersburg, FL  September 2012 to January 2014   * Installed computer hardware * Installed, updated, and upgraded application software * Installed, updated, and upgraded security software * Performed all computer maintenance * Updated device drivers for computer peripherals |
| **CERTIFICATIONS** | * Microsoft Certified IT Professional (MCITP) * Microsoft Certified Desktop Support Technician (MCDST) * Microsoft Office Specialist (MOS) in Word, Excel, Access, and Outlook * Apple Certified Desktop Technician (ACDT) |