

James Acquaviva II

Van Wert, OH 45891

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To secure a full-time Information Technology role

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Technology Support Specialist

CENTRAL INSURANCE AGENCY - Van Wert, OH

February 2023 to Present

- Respond directly to support tickets and phone calls from outside vendors, coworkers, agents, and insures.
- Responsible for building and repairing all internal PC's and Laptops.
- Troubleshoot all devices including Windows and Mac products.

Assistant to the Director of IT

Van Wert City Schools - Van Wert, OH

May 2022 to February 2023

- Respond directly to support tickets from other staff members and customers.
- Track inventory of all student and staff computers and devices.
- Troubleshoot all technology issues.
- Upkeep and maintenance of all devices.
- Basic network configuration including testing ports and tracking them.

Parts Specialist

Greve Chrysler Jeep Dodge Ram of Van Wert - Van Wert, OH

March 2019 to April 2022

- To sell, order, and stock in parts for customer and internal vehicles.
- Communicate with service technicians to ensure correct parts are ordered.

HR Intern

Van Wert Hospital

August 2017 to January 2018

- Daily group work over variety of topics and projects.
- Always communicating thoroughly with co-workers and employees.
- How to be responsible and reliable in a work environment.

Education

First Year in Cybersecurity

James A Rhodes State College - Lima, OH

August 2022 to Present

Two Years in Information Technology

Strayer University-District of Columbia - Washington, DC

January 2020 to January 2022

One Year in Business/ Programming

James A Rhodes State College - Lima, OH

August 2018 to December 2019

High School Diploma

Van Wert High School

May 2018

Skills

- SQL
- C/C++
- Microsoft Windows Server (3 years)
- Active Directory
- Software Troubleshooting
- C#
- Python
- Communication skills
- Microsoft 365 apps
- Microsoft Office
- Technical support
- VMWare
- Operating Systems
- Microsoft SQL Server