

Kenson Dortelus

Passionate, Result-Focused individual Dedicated to Optimizing high quality services to customers

Casselberry, Florida 32707 | (407)879-6653 | KensonDortelus1@gmail.com |

Skills

- Experienced in diagnosing, replacing, or upgrading hardware (hard drives, SSDs, RAM, processors, graphics cards, power supplies, laptop batteries) as well as software issues (data transfer or backup, drivers, and functionality problems)
- Proficient in configuring routers, managing IP addresses, and troubleshooting LAN/WAN, DNS, DHCP, switches, routers, and event logs
- Technical savvy with proficiency in Windows 7/10, Windows Server 2012/2016, Microsoft Office (Word, Excel, PowerPoint, Outlook), VPN, smartphones, supporting printers/copiers in a networked environment and Microsoft System Center Configuration Manager SCCM)
- Experienced in Active Directory management, including user accounts, groups, permissions, and password resets
- Skilled in troubleshooting Windows operating systems and software compatibility issues
- Familiar with cybersecurity concepts and capable of implementing security measures
- Strong analytical and problem-solving skills
- Strong customer relation skills, and phone support skills
- Excellent written communication and verbal skills, as well as strong listening skills
- Excellent time management skills and the ability to work independently or as part of a team
- Adaptable to changing technologies and environment
- Energetic, hardworking, reliable, and passionate
- Trilingual individual with Fluency in English, Haitian Créole, and French

Employment History

Courtyards Care Center, Orlando, FL October 2022 - Present

Physical Therapy

- Treating patients with a variety of disorder including Parkinson's disease, Alzheimer disease, amputation and CVA
- Instructed/Educated family members in safety, exercises, and proper transfer technique for patients with Parkinson's, stroke, and other neurological conditions
- Maintained clear, empathetic communication with patients and their family members, providing updates and addressing concerns in a timely and professional manner

Jacksonville Nursing and Rehab Center, Jacksonville, FL December 2018 – October 2021

Physical Therapy

- Treated patients with a variety of diagnosis including total shoulder replacement, total knee replacement, meniscal tear, ACL reconstruction, rotator cuff repair, and frozen shoulder
- Performed MMT, goniometric measurements, and used modalities such as thermal and non-thermal ultrasound, pre-mod and IFC E-stim, manual massage techniques, and hot and cold packs

- Collaborated with healthcare teams to address and resolve any issues or requests, contributing to overall patient care and experience

***Approve Electric Co of Florida, Orlando, FL
Electrical/IT Help Desk***

January 2012 – August 2016

- Provided comprehensive technical support for various devices, including laptops, printers, mobile devices, and peripherals
- Diagnosed and troubleshoot system performance issues, including slow machines, application crashes, network connectivity problems
- Resolving software, hardware issues, deployment, reimaged desktops and laptops via PXE or USB drive, installing, repairing, and replacing components such as RAM, processors, power supply units, laptop batteries, CMOS batteries; assisted users with password resets, account lockouts
- Performed preventative maintenance on operational equipment
- Managed software installations and updates, ensuring compatibility with enterprise applications
- Installed, repaired, tested, and maintained residential electrical systems, including lighting fixtures, electrical panels, outlets, and wiring
- Installed, maintained, and troubleshoot low voltage (CAT5e, CAT6, fiber) and high voltage electrical cabling to ensure reliable performance and compliance with safety standards
- Inspected electrical equipment and components to identify hazards, defects, and necessary adjustments or repairs, ensuring code compliance

Volunteer, Christian Tech Center – Present

- Provided Level 1 IT technical support for Windows and MacOS, including updates, troubleshooting, hardware upgrades, operating system repair or reinstallation, and general maintenance/tune-ups
- Resolved software issues, reimaged desktops/laptops via PXE/USB, and installed/repared components including RAM, processors, power supplies, and batteries
- Set up, configured, and troubleshooted printers (wired and wireless), resolving connectivity, print quality, and software issues to ensure optimal performance

Education

Computer Systems Networking (BAS), Florida State College at Jacksonville, December 2026 (Expected)

A.S. Seminole State College Physical Therapist Assistance | Mana Cum Laude, May 2018

Associate of Arts, Valencia College of Florida Orlando, May 2016

Pre-Apprentice Electrical Wiring, Jacksonville Job Corps Center, Jacksonville, October 2011

License/Certifications

CompTIA Security+	January 2025
CompTIA A+	September 2024
FL PTA License # 28872	November 2023
Licensed, Pre-Apprentice Electrician	October 2011
OSHA 10 Certified	October 2011