ARMANDO ZINCKE

Gainesville, FL
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WORK EXPERIENCE

IT ANALYST

OPIE Software - Gainesville, FL
March 2019 to Present

Research, investigation, and implementation of specific technological needs. Maintenance of client and server environments through analysis of issues, using hardware and software solutions. Maintenance of a helpdesk support system while providing timely resolve to tickets.

• Server Virtualization & Maintenance
• Active directory, Exchange & Domain Admin
• Level 1 & 2 help-desk support

EDUCATIONAL AIDE

Santa Fe College
May 2018 to March 2019

Supervised computer labs and gave direct support to students under Information Technology Education at Santa Fe College
• Programming tutor for C++, Python, JAVA, HTML, CSS and JS .
• Level 1 & 2 IT help-desk
• Security of labs, hardware and components.

EDUCATION

Bachelor's in Information Systems Technology - Programming

Santa Fe College - Gainesville, FL
December 2019 to January 2021

Associate in Programming and Analysis

SANTA FE COLLEGE - Gainesville, FL
December 2019

Associate in Computer Engineering

MIAMI DADE COLLEGE - Miami, FL

2015 to 2016

SKILLS

- **Troubleshooting**
- **Organizational Skills**
- **Customer Service (4 years)**
- **Active Directory (1 year)**
- **HTML (2 years)**
- **Unity Engine (1 year)**
- **Python (3 years)**
- **JavaScript (2 years)**
- **Node.js (1 year)**
- **MySQL (3 years)**
- **Server Management (1 year)**

LINKS

http://linkedin.com/in/mando

MILITARY SERVICE

Branch: United States Marine Corps
Service Country: United States
Rank: Sergeant
September 2011 to September 2015

Military Occupation: 0111 Personal Administration

Commendations:
Navy & Marine Corps Achievement Medal - for time of service under Headquarters and Service battalion Okinawa, Japan.

CERTIFICATIONS AND LICENSES

CompTIA A+

Programming and Analysis VC

From Santa Fe College

ASSESSMENTS

IT Technician — Expert

November 2019

Performing software, hardware, and network operations.
Full results: https://share.indeedassessments.com/share_to_profile/b3c0f674be669c4a2ba32fb3f2f45d91eed53dc074545cb7

Mechanical Skills: Monitoring — Proficient

November 2018

Measures a candidate's ability to monitor machine indicators in order to ensure safe and appropriate operation.
Full results: https://share.indeedassessments.com/share_to_profile/6ff79523d6246a5688b37d7e1b8d534aeed53dc074545cb7

Verbal Communication — Highly Proficient

January 2020

Measures a candidate's ability to effectively convey information when speaking.
Full results: https://share.indeedassessments.com/share_to_profile/9aa6939e68ef9c4ef155ebd8670c7148eed53dc074545cb7

Technical Support — Highly Proficient

January 2020

Performing software, hardware, and network operations.
Full results: https://share.indeedassessments.com/share_to_profile/34461edc2458b0a88e8d4dd1685eb004eed53dc074545cb7