

Armando Zincke

Information Technology Analyst

✉ armando.zincke@gmail.com

👤 linkedin.com/in/mando

📄 github.com/Manduco

📞 (843) 592-8619

TECHNICAL SKILLS

Hardware

Assembly, maintenance, peripherals, printers, drivers and troubleshooting

Software

Installation, Debugging, Microsoft suite, WordPress, Hyper-V, JIRA & Confluence

OS

Windows 10/8.1/8/7/vista
Windows Server 2012 R2/2016/2019
Exchange Server
Ubuntu/Android/MacOS/iOS

Network

Configurations, Servers, Routers, TCP/IP Protocols, DNS, IIS, Firewall and VoIP

Programming & Scripting

Python, PowerShell, BASH, JavaScript, jQuery, Node.js, SQL, HTML5 & CSS3

SKILLS

Organizational Skills (>5 years)

Customer Service (>5 years)

Project Management (>5 years)

Server Management (1 year)

Active Directory (1 year)

EDUCATION

Bachelor's in Information Systems

Technology – Programming

(115.0 credits earned)

Santa Fe College - Gainesville, FL

Aug 2019 to Apr 2021

Associate in Programming and Analysis

Santa Fe College - Gainesville, FL

Aug 2018 to Dec 2019

Associate Pathway in Computer Engineering

Miami Dade College - Miami, FL

Aug 2015 to Dec 2016

CERTIFICATIONS

Programming & Analysis – Vocational Certificate

Santa Fe College - Gainesville, FL

Dec 2019

OBJECTIVE

To utilize my technical skills to increase IT readiness and efficiency through means of creativity, innovation and automation. While simultaneously providing an unparalleled level of professionalism and service in every interaction. Furthermore, add value and diversity in dynamic enterprise where professional growth can develop.

WORK EXPERIENCE

TECHNICAL ANALYST / EXECUTIVE ASSISTANT

Practically Pocus LLC - Gainesville, FL

Jan 2020 to Present

Administer all IT systems, recommend and implement efficient modifications to systems to improve efficiency and reduce cost of all operations. Determine appropriate procedures for all IT technologies and assist in all equipment configurations.

- Managed and configured all desktops, laptops, tablets and smart phones.
- Implemented help-desk system and project management software.
- Established and managed E-mailing firewall to include filtering and redirection.
- Hired and managed business contractors as business needs grew.

IT ANALYST

OPIE Software - Gainesville, FL

Mar 2019 to Jan 2020

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.

- Documented and implemented a new faxing system. Directly worked with the vendor to install, administer, train employees and clients on the new system.
- Increased equipment readiness by coordinating with Dell Inc. to implement a customized factory image for new hires and business needs.
- Implemented KnowBe4 e-mail fraud/phishing, security testing, and employee training.
- Assisted on the replacement of JIRA ticketing system to Spiceworks Help Desk.
- Aided on website and DNS security to achieve 94% on security score card.
- Utilized BASH scripting and SQL queries to create monthly usage reports for e-faxing and Dell systems.
- Initialized and maintained VM's as a testing environment for QA testers.
- Created PowerShell scripts to automate domain joins, silent software installs, and remote server logs.
- Wrote PowerShell and Python scripts to standardize all e-mail signatures.
- Managed all IT inventory to include equipment orders and purchasing.

EDUCATIONAL AIDE

Santa Fe College

May 2018 to Mar 2019

Managed computer labs for Santa Fe college Information Technology Education (ITE) department. Assisted and tutored students under computer science related majors.

- Quarterly equipment refreshes which included: reimaging, software installs, hardware fixes and replacement on desktop, laptops and tablets within a Windows & Mac environment.
- Responsible for security and accountability of labs and equipment.
- Tutored students in computer programming courses from Databases, Object-Oriented programming and web applications:
 - MySQL, SQL queries and database creation
 - C++, C#, Python and JAVA
 - HTML, CSS, JavaScript, jQuery and Node.js