

ARMANDO ZINCKE

Gainesville, FL
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SKILLS

- Troubleshooting
- Organizational Skills
- Customer Service (5 years)
- Active Directory (1 year)
- HTML with CSS (3 years)
- Python (3 years)
- JavaScript (2 years)
- Node.js (1 year)
- MySQL (3 years)
- Server Management (1 year)
- Project Management (4 years)

EDUCATION

Bachelor's in Information Systems Technology - Programming

Santa Fe College - Gainesville, FL
Aug 2019 to Dec 2021

Associate in Programming and Analysis

Santa Fe College - Gainesville, FL
Aug 2018 to Dec 2019

Associate in Computer Engineering

Miami Dade College - Miami, FL
Aug 2015 to Dec 2016

CERTIFICATIONS AND LICENSES

Programming and Analysis VC

Santa Fe College

WORK EXPERIENCE

TECHNICAL ANALYST

Practically Pocus LLC - Gainesville, FL
Jan 2020 to Present

Administer all IT systems and recommend 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.

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.

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

EDUCATIONAL AIDE

Santa Fe College
May 2018 to Mar 2019

Tutor students in computer programming courses from Databases, Object-Oriented programming and web applications:

- C++, PYTHON, JAVA, HTML and CSS
- MySQL, SQL queries and database creation
- HTML, CSS, JavaScript, jQuery and Node.js