NEIL GOSWAMI

neil.goswami10@gmail.com | 407-756-6687 | Oviedo, FL 32765
https://www.linkedin.com/in/neil-goswami | Skynetuser127001.github.io/

Summary

Lead Technician with experience in Windows, Linux, networking and more. Worked in a warehouse environment as well as an office environment. Also have QA experience in both desktop and web-based environments.

Skills

- VirtualBox
- Software system testing
- Test case development
- Documentation
- HTML

- JIRA
- VMware
- Microsoft PowerShell
- Python
- Azure DevOps
- SmartSheet Management
- Microsoft Excel

Experience

Orange County Supervisor of Elections | Orlando, FL   05/2022 – 11/2022
Lead IT Technician (Contract)   10/2023 – present

- Delivered on-the-job training and development initiatives to new field technicians.
- Tested proprietary DS200 and DS300 voting machines and reported any issues faced during testing.
- Created local area networks for ballot printers to communicate with tablets.
- Disassembled and reassembled Logitech and Oki Ballot printers.
- Created a new updated build for voting software on tablets.
- Maintained strict supervision on printers, tablets, and voting machines on Early Voting to successfully prevent tampering.
- Formatted Proprietary USB Drives that hold Election data for previous elections that have been stored in records.
- Printed signs and laminated them for events (ex. Swearing in of new Supervisor of Elections)
- Printed Ballots used for elections held in Orange County schools.
- Visited different precincts on election day during municipal elections to assist with technical issues.
- Used management software to keep inventory of every voting machine and tablet being sent out to precinct locations and early voting sites.

Central Florida Expressway Authority | Orlando, Florida   08/2021 - 12/2021
Quality Assurance Analyst (Contract)

- Conducted different types of testing methods on the website, CRM, and mobile application for toll collector, Epass.
- Generated reports of successful tests in Microsoft Excel.
- Opened tickets in Jira ticketing software whenever an issue is found and informed the Developers.
- Conducted regression and negative testing
- Worked with developers to fix security vulnerabilities and improve the security of software applications.
- Successfully identified and reported over 100 security vulnerabilities in software applications.

Education and Training Certifications

B.S.: **Information Technology, Florida International University 2021**
Relevant Courses: Data Structures, Computer Networking

- CompTia Certification – Network+
- Kaseya Certification – IT Automation
- Adobe Certified Associate – Web Authoring Using Adobe Dreamweaver
- Adobe Certified Associate – Visual Communication Using Adobe Photoshop

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B.S.: **Information Technology, Florida International University 2021**
Relevant Courses: Data Structures, Computer Networking