

ANTHONY CANO

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Professional Summary

Currently working for Leap Frog Services on a project with a client to provide on-site support within a call center environment. Providing services such as installing and configuring computers into a network, in-person and on-the-phone support and troubleshooting issues for agents within the call center. Have a broad range of skills acquired while in the Marine Corps, including work ethics, sense of urgency, and attention to detail. Due to a number of challenging experiences, learned to work in a team setting and being self-motivated.

Skills/Certifications

- CompTIA Network Plus Certification
- Basic Electronics Course Certification
- Security Clearance
- Microsoft Office
- Critical/Abstract Thinking
- Troubleshooting
- Communication
- Time Management

Employment History

Leap Frog Services (July. 26, 2018 > Current) **On-Site Technical Support**

- Setup and install computer hardware and peripherals for agents.
- Maintaining Active Directory, Kaspersky (Server-Side), and CMMS and Kaseya Asset management and remote support.
- Ensuring issues are resolved in a timely manner and contacting necessary agencies to resolve issues.
- Providing desk side support and ticket resolution in a quick and professional manner.
- Enter commands and observe system functioning to verify correct operations and detect errors, via Kaseya.
- Collaborate with others to resolve information technology issues.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

Robert Half Recruiting (June 8, 2018 > July 25, 2018) **Help Desk Specialist**

Plexos Group Inc. (Feb. 8, 2018 > April 25, 2018) **IT Support Specialist**

Apex Systems Inc. (May 29, 2017 > Feb. 8, 2018) **Desktop Technician**

United States Marine Corps (January 23, 2012 > June 22, 2017) **Aviation Communication Systems Technician**

Education

- USMC Aviation Communication System Technician School
- USMC Basic Electronics School
- Valencia College, 43 hours towards an Electrical Engineering/Computer Programming