

Job Seeker Miramar, FL Work Experience Self Employed May 2010 to Present Installed home Networking components for Home Office Installed new desktop Computers and Laptops to function on Home network Repaired desktop computer hardware and software Repaired laptop computer hardware and software Implemented security on home network, both wireless and wired

Installed new home office equipment, printers, faxes, and home cloud network solutions

Performed windows computer cleanup and maintenance, all versions of Microsoft Trained customers on proper use of computers and related software Installed cell phone and tablet pc with network operation and trained on proper use Serviced all customer systems both preventive and reactive to their tech issues

Customer References- Eddy Perez, 323- 787-9301 Nancy Course 786-443-4447

Network Technician Natural Source Store June 2009 to May 2010 Evaluate, Test, Implement new call center software Repair call center computers and Support, Troubleshoot the network Implement Security on all computer and computer programs on the network Move Phone Extensions on the punch down blocs for handheld desk phones Administer Hosted VOIP Phone solution and Create IVR Tree Administer the CRM And All programs associated with shipping and Website Analytics Project Coordinate with website designers and Programs for website deployment Help Plan and Deploy new campaign from start to finish on website and CRM

Manage all domain and domain related system such as e-mail and Domain hosted system

Manage, Coach and Train employees Train all new employees on phone and CRM systems Take over and handle supervisor calls Help with inbound customer service calls when needed Handled outbound sales calls when needed Monitor CSR calls and Evaluate recorded conversations for quality assurance Assist CSR manager with employee goals and productivity Helped shipping department when needed

Network Administrator The Credit Counseling Foundation May 2002 to October 2003 Configure and maintain server hardware and software Maintain all server client and server software Maintain all exchange, IIS, and Terminal Servers in a Microsoft environment Troubleshoot and maintain Switches, Routers and Hubs Configure and Update Active Directory users and Client Computers Configure and maintain all call center client computers Test and implement new computer systems and system software Operate all

functions of the help desk internal clients and external clients Train employees on new systems both internal and external Maintain call center phone systems and all related hardware Track inventory of all IT, Customer service and sales Technology equipment Manage all computer hardware escalations with vendors as needed Implement Network Security dealing with Hardware and software Evaluate and test new hardware and software for network deployment Personal Reference Bruce Cohen, 561-716-2728 Jay Berger, 412-608-3337 Education Bachelor of Science in Information Technology American Intercontinental University - Weston, FL August 2005 Associates of Science in Administration and Information Technology Keiser College - Fort Lauderdale, FL July 2003

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