Support Technician Support Technician Support Technician - Network Architect and Analysts Inc Deltona, FL Authorized to work in the US for any employer Work Experience Support Technician Network Architect and Analysts Inc March 2015 to Present Major laptop deployment effort, coaching and overseeing interns with their tasks, etc. ? Installing, sharing, and troubleshooting network printers and multi-function printers ? PC / Workstation builds ? Support desktop standards and processes   ? Hardware and Software 2nd level break-fix support to all end users. Network Administrator February 2010 to March 2014 Build Computer as needed. ? Troubleshoot Computers (Identify issues, Hardware change, clean, maintenance, upgrades). ? Recover information in hard drives, backups, clean malware, and update antivirus servers. ? Install needed Software (Operating System, Office, etc.) ? Documenting in Excel, Access, and PowerPoint. ? Training end users Education High School Diploma in 4 years University of Havana January 2017 Skills DATA BACKUP (1 year), INTERNET EXPLORER (3 years), MICROSOFT OFFICE (4 years), OFFICE 2003 (1 year), OFFICE 2010 (3 years), Comptia, Desktop Support, Help Desk, Tech Support Certifications/Licenses CompTIA A+ July 2017 to July 2020 Additional Information SKILLS   ? Fully bilingual (Spanish & English). ? Troubleshoot computer. ? Testing and changing hardware, cleaning PC, and Laptops. ? Installing and configuring operating systems, scheduling, monitoring, data backup and recovery. ? Advanced user in internet explorer, google chrome, MS Windows. ? Experience in Office 2003, Office 2007, Office 2010, Office 2013. ? Experience in Windows XP, Windows 7, Windows 8, Windows 10.

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