

IT Technical Analyst IT Technical Analyst IT Technical Analyst - Gibraltar Private Bank & Trust
Pembroke Pines, FL Gain a position as an Information Technology Security Engineer that will allow
for career progression and attainment of managerial and administrative skills. Work Experience IT
Technical Analyst Gibraltar Private Bank & Trust - Coral Gables, FL September 2015 to Present
Assist employees with computer's, scheduled maintenance reports, assist with troubleshooting
applications, following up with users, and opening closing tickets. ? Manage and set company
mobile devices for all employees ? Install, configure, and deploy PCs, and other technical
equipment as required ? Assist end-users with password resets ? Documented and maintain IT
inventory ? Hardening steps to insure security, and handling of sensitive data ? Communicate with
other Technology Support team members to provide feedback on issues encountered, measures
taken, and how issue was resolved ? Professionally and effectively handle customer and dealer
phone calls and emails that require product & service troubleshooting ? Assist customers via
telephone with software installation and configuration Help Desk Newport Beachside Hotel and
Resort - Sunny Isles Beach, FL January 2015 to August 2015 Assist employees with connections of
computer's, schedule maintenance calls, Assist with troubleshooting, follow-up on open tickets. ?
Responded to guest complaints and support requests to gain customer satisfaction ? Inputted and
organized data on customers ? Processed guest payments and prepared record keeping ?
Managed incoming calls Security Guard Mirage Yachts - Miami, FL May 2014 to August 2014 Check
for proper ID when entering gate to access marina. Do daily checks and accept deliveries of parts
for owners. Education Associate Degree Broward College - Pembroke Pines, FL June 2016 to
Present High School Diploma American High School Academy - Miami, FL December 2014 Skills
Detail-oriented (Less than 1 year), Microsoft Office (Less than 1 year), MS OFFICE (Less than 1
year), Presentation Skills (Less than 1 year), real-time (Less than 1 year) Additional Information
SKILLS: ? Active Listening ? Customer and Personal Service ? Critical Thinking ? Detail-oriented
? Active Learning ? Judgment and Decision Making ? Time Management ? Computers and
Electronics ? Writing ? Mathematics ? Punctuality ? Proficient in Microsoft Office ? Presentation
Skills ? Communicate through email and real-time communication programs

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