Call Center Representative Call Center Representative Bradenton, FL Authorized to work in the US for any employer Work Experience Call Center Representative The Rhinestone World - Bradenton, FL August 2018 to Present   Tech support for vinyl cutters, CorelDRAW software, and various other support topics   Install software onto customers PCs   Multi-task with up to 4 remote sessions at once   Design and improve our flagship macro for CorelDRAW   Create scripts and programs to increase productivity   Answer calls, emails, and messages about support as they came in Systems Engineer Skynet Innovations - Newtown, OH June 2017 to October 2017   Advanced troubleshooting of client PCs and servers   Account management\   Server management and maintenance(Windows)   Network and router maintenance NOC Technician Comcast Business - Fairfield, OH August 2016 to March 2017   Enterprise business network administration   Worked with Fortinet routers   Worked with SonicWall routers   Worked with Cisco routers IT Help Desk Tata Consultancy Services (TCS) - Sharonville, OH February 2016 to August 2016   PC troubleshooting and repair   Customer service   Fixing problems in a timely manner   Diagnosing VPN problems   Working with Microsoft Office   Level 1 customer support   Powershell scripting Server Administrator The Habegger Corporation June 2014 to January 2016   Windows Server and network administration   IT help desk   Powershell Scripting   Wiring buildings with ethernet cables   VOIP(Shoretel) administration   AS400 administration   Image Design & Deployment   IBM Domino administrator   Internet security administration Education Information Technology UC - Blue Ash, OH August 2014 to May 2015 Colerain High School - Cincinnati, OH June 2014 Information Technology Butler Tech - Hamilton, OH May 2014 Skills SCRIPTING (4 years), SECURITY (5 years), Server MAINTENANCE (6 years), MICROSOFT OFFICE (7 years) Links http://www.bryanweston.com/home.html Certifications/Licenses CompTIA A+ March 2014 to March 2018 CompTIA Network+ March 2014 to March 2018 Enabling Office 365 Services March 2018 to Present

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