

TECHNICAL SUPPORT SPECIALIST TECHNICAL SUPPORT SPECIALIST TECHNICAL SUPPORT SPECIALIST - GLOBAL EAGLE ENTERTAINMENT Miramar, FL Seeking a position in the IT field in which I can utilize both my professional and personal experience as well as to expand my knowledge and skill base within an organization in which we can both grow. TECHNICAL & SOFT SKILLS Work Experience TECHNICAL SUPPORT SPECIALIST GLOBAL EAGLE ENTERTAINMENT March 2018 to Present Provided customer support for maritime VSAT issues onboard yachts around the world Proactive monitoring of system stability across the network Assisted various technical personnel remotely with troubleshooting and customer requests Device configuration and deployment of both networking and VSAT equipment on board various vessels IT CONSULTANT TECHED SOLUTIONS July 2015 to Present Mitigated various network issues across a wide range of environments, including schools, homes and businesses PROJECT MANAGER TECHED SOLUTIONS - Miami, FL June 2016 to August 2016 Supervised a team of individuals as they designed the network infrastructure for an upcoming school location within Miami-Dade Reimaged desktop computers and tablets with updated operating systems Installed and programmed networking equipment for school networks TECHNICAL INTERN TECHED SOLUTIONS June 2015 to August 2015 Provided computer hardware support for system technicians as they went to various school sites across Miami-Dade Designed computer network for an upcoming school location Education Bachelor's Degree in IT FLORIDA INTERNATIONAL UNIVERSITY - Miami, FL August 2017 to Present MIAMI LAKES EDUCATIONAL CENTER - Miami Lakes, FL August 2013 to June 2017 High School Diploma Cisco Networking Academy Skills Computer Hardware (4 years), Information Technology (4 years), Customer Service (1 year) Certifications/Licenses CompTIA A+ June 2016 to Present CCNA July 2017 to Present

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