

DJ/Entertainer DJ/Entertainer Tampa, FL Authorized to work in the US for any employer Work Experience DJ/Entertainer SELF-EMPLOYED/UNEMPLOYED - Tampa, FL January 1999 to Present I dj for the local radio station nueva 101.9 and also have some contacts with local clubs only work weekends as a dj. Bilingual IT Helpdesk Malwarebytes - Clearwater, FL December 2017 to March 2018 Answered inbound calls and provided customer and technical support for cyber security products Assisted customers with any questions or inquiries to diagnose PC issues and responded to product related questions and concerns Checked system logs to ensure there were no virus or malware infections Performed troubleshooting and supported Mac, Windows and Android systems and walked clients through the license activation process Consistently met metrics in a fast pace environment IT Contractor (Level 1 Helpdesk) IT Authorities (L2R Consulting Staffing) - Tampa, FL December 2016 to April 2017 Provide level 1 and Level 2 Tech Support: Password Reset, trouble shoot network issues and hardware issues via phone, and electronically. Handled all escalated calls for more involved issues for Coca-Cola Client. Director of IT Affinity Marketing Services - Brandon, FL February 2016 to October 2016 Bilingual Helpdesk/ Latin America Project Manager Bristol-Myers Squibb (Insight Staffing) - Tampa, FL October 2015 to January 2016 Bilingual Helpdesk Marriott Vacations Worldwide ( Rita Staffing) - Lakeland, FL September 2013 to February 2014 Technical Advisor Cricket Wireless - Olive Branch, MS February 2009 to December 2011 Communications Specialist US Marine Corps - United States November 1997 to 1999 Bilingual IT ThreatTrack Security ( Robert Half Staffing) - Clearwater, FL April 2014 Education Associate in Information Technology Computer Networking System ITT Technical Institute-Cordova - Cordova, TN September 2008 to September 2010 Military Service Branch: Marine Service Country: United States Rank: E4 November 1997 to February 1999 Communication Specialist Additional Information SKILLS Operating Systems: Windows 10, 8, Windows 7/XP, Linux, Mac, HP, Dell, desktops/laptops Servers: VMware, Hyper-V, Windows Server 2012, 2012R2, 2008, 2008R2, and 2003. Protocols: AD, CLI, DHCP, DNS, DRS, GPO, HA, HTTP, HTTPS, LAN, MPIO, NAS, NAT, NTFS, NTP, RAID, RDP, SATA, SAN, SMTP, SSO, SSL, TCP/IP, UAC, VM, VMFS, VMDK, VSS, WSUS Etc. Applications: Microsoft Office Suite, Adobe, Altaris, VMware, Symantec Backup Exec,

Acronis      Hardware: Nimble Storage, Routers/Switches, Imprivata, APC's, Digi USB redirect ,IP  
KVM      Firewalls: CISCO, Sonicwall, Watchguard,      Remote desktop platforms: : VMware View  
Horizon Client, CISCO Any Connect, PC Anywhere,      VNC, RDP, Go To Assist, VPN,  
Showmypc.com, TeamViewer, LogMeIn, Splashtop, Bumguard      Ticket Tracking: Remedy and  
Universal Service Desk      ? End Computing experience      ADDITIONAL EXPERIENCE: Bilingual IT  
Helpdesk      08/2015 - 10/2015      Oticon (Pro V International Staffing), Tampa, FL      02/2015 - 07/2015  
Blooming Brands, Inc (Insight Global Staffing), Tampa, FL      01/2013 - 09/2013      TECO Electric  
(Randstad Staffing), Lakeland FL      09/2012      01/2013      ARC Corp (SNI Staffing), Tampa FL  
01/2011      07/2011      Vitro America (Pridestaff Staffing), Memphis TN      01/2010      12/2010  
International Paper (Protek Staffing), Memphis TN,

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