

Wilclerson J Raymond (Sony)

✉ wraymond2017@outlook.com

🖱 wilclerson.github.io



🎓 Education

Florida Atlantic University, *Bachelor's in Computer Science*

06/2017 – 12/2020 | Boca Raton

📁 Professional Experience

Staples, *Certified Technician*

05/2017 – 06/2019 | Boynton Beach

- Troubleshoot computers, printers, cell phones, tablets, and any other electronic devices.
- Manage time and work responsibly without supervision, as well as, securely install and service wireless networks.
- Responsible for ensuring all operational policies and processes are followed (i.e., PC Intake through pickup process), staying current on new technologies, products and services.
- Perform on-site repairs at customer's places of residence.

Florida Atlantic University, *IT Support Specialist*

06/2019 – present | Boca Raton

- Develop and administer computer images, Windows patch management, software packaging and deployment of software to all computers at a specific campus/location.
- Join and/or remove computers within a network directory service (e.g., MS Active Directory system).
- Actively participate in inventory control activities of the department by tracking software and/or hardware assets.
- Support, troubleshoot and repair all types of computer based hardware, software and peripherals including local/network printers.
- Install, setup and provide technical support for software applications and programs used by staff and faculty.
- Install and troubleshoot a wide variety of computer components, including but not limited to; monitor, hard/floppy drive, memory, CD ROM, sound card, emulation adapter, keyboard, modem, scanner, printer, laptop, system board, workstation, PC and software.

📜 Certificates

- Microsoft Network Fundamentals 98-366
- Microsoft Office 2013
- CIW Site Development Associate 1D0-61B
- Microsoft Operating System Fundamentals 98-349
- CIW JavaScript Specialist 1D0-635
- CIW Web Security Associate 1D0-571

🧠 Skills

HTML

CSS

Bootstrap

Javascript

SQL

C

📁 Projects

Created **phbclakeworth.com**, Using Wix ADI

Created **marveljoseph.com**, Using SquareSpace ADI