Gerome Azemar

407.625.0664

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Summary of Qualifications:

- Extensive experience in customer service
- Knowledgeable in Networking, Hardware Troubleshooting, and Enterprise-level Software Development
- Proficient in Microsoft Office Suite, Setting up VM, Windows, MacOS, and Multiple Linux Distributions
- Proficient in C, HTML, Java, JavaScript, PHP, C#, MySQL

Education:

University of Central Florida

Bachelors in Science, Information Technology

Valencia Community College

Associate in Arts, General Studies

Everest University

Associate in Science, Computer Information Science

Relevant Coursework

- *Intro to Systems Development Life Cycle*
- *Computer Hardware Concepts*
- *Computer Architecture Concepts*
- *Object Oriented Programming*
- *C programming*
- *Administrating Databases*
- *Designing Network Security*
- *Computer Network Concepts*
- *Network Operating Systems Server*
- *Human and Technology Interaction*
- *Foundations of I.T.*
- *Enterprise Computing*
- *Internet Applications*

03/26/2017-07/01/2018	United Against Poverty	Orlando, FL

Data Entry Clerk
- Handle sensitive data
- Fill in incomplete fields left by coworkers by searching files
- Training new volunteers

02/6/2020-3/9/2020	UCF Office of Research	Orlando, FL

Intern
- Hardware Technician
- Remote Desktop Support
- On-site support
- Wiring technician
- Microsoft Office suite support

11/9/2020-3/26/2021	Alorica	Lake Mary, FL

Dell ProSupport
- Technical Support
- Remote Desktop Support
- Windows Office suite support
- IT consultation
  _Pro Support is a warranty service Dell provides customers to call and speak with technical support 24/7. Job description is to troubleshoot No Power, No Post, No Video, or No boot, however clients call for a variety of topics and Dell expects "Best Efforts" in these cases.

06/11/2021-	RTC-Group	Orlando, FL

Intern
- Hardware Technician
- Remote Desktop Support
- Quality Testing
- Point of Sale support (PeaveyMart, MargaritaVille, AtHome, PlanetHollywood)
- MySQL administrator

08/11/2021	UCF I.T.	Orlando, FL

Student Employee
- Technical Support
- Remote Desktop Support
- Windows Office suite support
- Hardware repair
- Command Line Scripting for classrooms
- Active directory Administration