



# ADRIAN REINA

Ciego de Avila, 65304, (Cuba)

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## Professional Summary

### Desktop Support Specialist

- 13 years of desktop support experience, with a focus on Windows
- Expert in the Windows operating system, Microsoft Office Suite, network and information security
- Beginner skills in Frontend Development
- Strong problem solving, customer service and teamwork skills
- Quick learner and adaptable to new technologies
- Eager to learn and grow in my career

In addition to my proven track record in providing exceptional desktop support, I am excited to expand my skill set into frontend web development, graphic design, WordPress, and data entry. My proficiency in both English and Spanish enables me to offer precise translation services. I am eager to apply my technical expertise and strong communication skills to a dynamic and challenging role.

## Employment History

### Freelancer

May. 2024 - Today

- Frontend Development
- Wordpress
- Translation (Spanish and English)
- Data Entry
- Graphic Design

### Informatic Specialist, Desktop Support Specialist. Ciego de Avila, Cuba

Oct. 2017 - April. 2024

- Provide technical support during software installation or configuration
- Identify need for initial or supplemental project resources
- Refer major hardware or software problems or defective products to vendors or technicians for service
- Answer user inquiries regarding computer software or hardware operation to resolve problems
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Inspect equipment and read order sheets to prepare for delivery to users
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software
- Negotiate with project stakeholders or suppliers to obtain resources or materials.

### Computer Lab Technichian, Desktop Support Specialist. Ciego de Avila, Cuba

Sep. 2012 - Sep. 2017

- Data Entry
- Provide technical support during software installation or configuration
- Document computer security and emergency measures policies, procedures, and tests
- Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions
- Create or distribute offline promotional material, such as brochures, pamphlets, business cards, stationary, or signage
- Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media
- Instruct in use of voice, video, and data communications systems
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications
- Install drivers and printers paper or forms
- Train system users in system operation or maintenance
- Maintain parts inventories and order any additional parts needed for repairs
- Reinstall software programs or adjust settings on existing software to fix machine malfunctions
- Oversee the daily performance of computer systems
- Perform data backups and disaster recovery operations

## Education

### University Maximo Gomez (UNICA), Ciego de Avila, Cuba

Bachelor of Science, Bachelor of Education in Computer Science, Feb. 2022

## Skills

### Windows OS



### Frontend Development



### Microsoft Office Suite



### Networking



### Problem Solving



### Customer Service



### Teamwork



## Languages

### Spanish



### English

