

Leo M. Rodriguez

10641 Hammocks Blvd. Apt. 313 Miami, FL 33196
(305) 519-6507 - leomr.uscg6686@yahoo.com

Objective:

Seeking a position that will utilize my skills in my area of competence and enriches my knowledge, and gives me a chance to be part of a team that contributes towards the growth of the organization, thereby yielding the twin benefits of job satisfaction and convenient professional growth.

Education:

- Miami Dade College, Miami, FL
Associate of Science, Major: Networking Services Technology
Anticipated Graduation Date: December, 2015

Skills:

- Fluent in English and Spanish (verbal, written and reading)
- Highly skilled in installing, repairing and troubleshooting computer hardware and peripherals
- Well-versed in installing windows, software, applications, antivirus and patches
- Working knowledge of networking devices and printers
- Profound understanding of technical manuals and schematics
- Adept at repairing computer hardware including Windows-based PCs and Macintosh Apple platforms
- Proven ability to manage multiple troubleshooting tasks simultaneously while maintaining the quality of results
- Extensive experience in backup and image management software
- Expert user of Microsoft Office Applications and Open Office
- Able to work well with a range of people both within and outside of the organization
- Able to analyze information quickly and use it to make robust decisions

Experience:

Best Buy Geek Squad, Cutler Bay, FL
Operations Agent, 2014

- Performed virus removals, data back-ups, and system upgrades
- Added various hardware components to desktops and laptops
- Properly logged computer repairs into ticketing database
- Listened critically to customers problems to diagnose and troubleshoot computer

U.S. Coast Guard, Various Units
Yeoman Second Class Petty Officer, 2006-2013

- Served as Proxy for all computer issues (software and hardware) within the unit which included computer setups, peripheral and software install and diagnostics
- Managed pay, entitlements and travel claims for 550 members between 8 different units
- Served as the Freedom of Information Requests Officer
- Acted as Administrative Assistant for Captain of the Port from 2009-2010

References and DD214 available upon request.