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| joshua e. suarez | | |
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| Objective | | |
| Seeking a position as a **Help Desk Technician**, that will allow me to apply my great customer service skills and technical experience, with an organization that offers challenge and opportunity for my career development. | | |
| Education & Certifications | | |
| • Associate of Science  Keiser University, Pembroke Pines FL. | Expected March 2016 | |
| * **Information Technology** * GPA 3.5/4.0 * Related course work: Computer Service and Support PC systems, Supporting Client Operating Systems, Managing and Maintaining Server Operating Systems, Internetworking Technologies, Multi-user Operating Systems (Linux), Web Systems.   • **CompTIA A+ Certified**  Technologies  • Operating Systems- Mac OSX, Linux Ubuntu, Windows Server 2008 R2, Windows Server 2012 R2, Windows XP/Windows Vista/Windows 7/Windows 8/8.1  • Programming Languages- Web Development (HTML, CSS, PHP, JavaScript), Java  • Microsoft Office Applications - Outlook, Word, Excel, PowerPoint, OneNote, Access  • Applications- VMWare, Hyper-V, Google Chrome, Mozilla Firefox, Team Viewer, LogMeIn, Adobe Photoshop/Reader/Acrobat/Dreamweaver. | | |
| Skills & Abilities  • Exceptional organizational skills, Detail-oriented, forward-looking, innovative and creative thinker.  • Ability to carefully follow procedure in a consumed timely manner in order to accomplish daily and monthly goals.  • Communicate effectively both written and orally in English and Spanish.  • Maintain (Hardware/Software), install and upgrade common Operating Systems.  • Troubleshoot and administrate LAN/WAN infrastructures, as well as install and configure Routers, Switches, Firewalls and VPN connections.  • Perform and configure backups and Data disaster recovery procedures.  • Configure, Monitor and Replace RAID Technology.  • Execute Group Policy Objects and manage DNS, DHCP, Exchange, SMTP, Active Directory Services, Web Servers (IIS) and Windows Workgroups.  • Printer and Scanner setup, repair, management and configuration.  • Configure and repair Apple and Android mobile devices. | | |
| Experience | | |
| Sales Associate  P.C. Richard & Son. | | 2009 to 2010 | |
| * Assisted customers with their electronics purchases and met sales goals and objectives assigned by Sales Director. * Troubleshoot any electronically-related issue regarding TV monitors and PC Hardware as well as Software problems, to achieve customer satisfaction. | |  | |
| Field Technician  Corp Computers. | | 2010 to 2012 | |
| * Responsible for the setup of SOHO networks and proper functionality of PC systems according to customer requirements. * Troubleshoot hardware and software and network related issues for a wide platform of customer with system problems. * Answered all general calls, screen and directed them to the proper parties. | |  | |