Biaggi Barber

📍 Location: Catonsville, MD 21228

📞 Phone: (240) 449-0162   ✉ E-Mail: bibar7@gmail.com

Summary

- Computer User Support and Website Management professional with a strong proficiency in performing general computer, printer, and VoIP (Voice over internet Protocol) troubleshooting and routine maintenance.

- Adept at troubleshooting using diagnostic tools such as Dell Diagnostic Tools, Norton's Antivirus Scan, the Malwarebytes Diagnostic Scan, CleanMyMac, Windows Performance Monitor, Windows Memory Diagnostic, Disk Utility (Mac), and the Apple Hardware Test.

- Experience in working with Windows 8 and 10 as well as Mac OS X operating systems on Dell desktops and laptops as well as MacBook Pro laptops.

- Well-versed in utilizing software tools such as Automator for Mac, Terminal (Mac), Adobe InDesign, and the Microsoft Office Suite.

- Practiced in using communication tools such as Gmail (including G Suite Administration), Zoom, Slack, and Skype.

- Experience in managing vendors for desktop computer purchasing and website management.

- Well-versed in increasing awareness and understanding of technical industry policies, practices, and terms.

- Experience in consulting with internal and external customers to elicit details about their technical skills.

- Solid analytical skills as well as problem-solving abilities, and able to quickly learn the use of new software and hardware tools.

- Currently studying Front-End Web Development and Responsive Web Design, focusing on languages such as HTML and CSS.

- Utilized web development tools such as Google Chrome Developer Tools, Microsoft Visual Studio Code, and GitHub to code and extensively customize a responsive HTML and CSS website template to showcase my curriculum vitae (CV): *https://bibar7.github.io/resume/*.

Experience

MYTA Technologies, Bethesda, MD   06/2016 to 05/2019

Technical Support and Social Media Marketing Specialist

Provided technical support to the Recruiting Team such as ordering, setting up, updating, troubleshooting, and repairing Dell personal computers (PCs) running Microsoft Windows 8 and 10 operating systems as needed.

- Tested and repaired/replacing Dell PC hardware (both monitors and computers).

- Troubleshot and resolved issues with MFC Brother printers and Cisco SPA504G VoIP (Voice over Internet Protocol) phones.

- Performed the troubleshooting of personal computers using diagnostic tools such as Dell Diagnostic Tools, Norton's Antivirus Scan, the Malwarebytes Diagnostic Scan, Windows Performance Monitor, and Windows Memory Diagnostic.

- Installed and managed Norton antivirus software accounts.

- Conducted some light G Suite administration, including the management of Gmail groups and the addition and deletion of internal employee email accounts.

- Managed vendors for office necessities such as desktop computers, internet service management, and website management. This included selecting and securing technical hardware and software within provided company parameters.

- Researched technical news and industry practices using tools such as RSS feeds to share both on social media as well as with the recruiting team, thereby increasing awareness and understanding of IT policies, practices, and terminology.

- Carried out general website management via WordPress CMS (Content Management System).

- Kept detailed metrics to monitor social media campaign progress.

- Copyedited and proofread resumes of candidates for style, grammar, and clarity in Microsoft Word.

- Created spreadsheets in Microsoft Excel for various functions such as payroll assistance and tracking performance metrics.

- Created visually appealing and professional slideshows to present to clients using MS PowerPoint.

- Consulted with candidates and recruiters to elicit details about their technical skills and translated the gathered information into the candidates' resumes.

- Managed official company social media accounts on LinkedIn and Twitter by curating content, creating posts, maintaining posting schedules, and interacting with online consumers.

- Adjusted tactics (content, targeted audience, and hashtags) periodically, depending on whether metrics had met the established goals.

Duke Ellington School of the Arts, Washington, DC   07/2015 to 09/2015
Research Assistant Intern

Compiled, integrated, and presented information on other U.S. art schools in comparison to Duke Ellington School of the Arts.

- Formatted databases (using MS Excel), entered and organized data, and prepared meeting materials.

George Washington Police Department, Washington, DC   09/2013 to 03/2015
Community Service Aide

Demonstrated excellent communication, organizational, and conflict resolutions skills while working independently and maintaining confidentiality.

- Responded to questions concerning dormitory policies and procedures and escalated inquires to the appropriate department as necessary.

Education

- Bachelor of Arts in Psychology, *The George Washington University*, Washington, DC.

- Associate Degree in General Studies, *Montgomery College*, Rockville, MD.

- Social Marketing Certification, *Hootsuite Academy*, License 11583324.