Biaggi C. Barber

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Summary

- Technical Support professional with a strong proficiency in performing computer and mobile software and hardware troubleshooting and routine maintenance.
- 3 years of professional experience and over 7 years of strong personal experience performing extensive software and hardware troubleshooting, maintenance, fixes, and updates on Dell PCs and MacBook Pros (models ranging from 2011 to 2015).
- Well-versed in supporting desktop and laptop operating systems such as Microsoft Windows 10 and 8 as well as Mac OS from Snow Leopard to Mojave.
- Adept at troubleshooting using diagnostic tools such as Norton's Antivirus Scan, Malwarebytes Diagnostic Scan, CleanMyMac, Dell Diagnostic Tools, Windows Performance Monitor, Windows Memory Diagnostic, Disk Utility (Mac), and the Apple Hardware Test.
- Strong experience in setting up computer workstations for employee use, and ensuring the proper installation of cables, operating systems, and appropriate software/peripherals.
- Perform extensive troubleshooting of iOS mobile devices (ranging from the iPhone 6 to the XR as well as the iPad Pro, Air, and Air 2) for both myself and friends and family.
- When necessary, practiced in escalating major hardware or software problems or defective products to vendors or more senior technicians for service.
- Well-versed in succinctly summarizing and explaining device capabilities and comparisons in order to better assist individuals in selecting computers, mobile devices (both phones and tablets), televisions and other devices in order to best suit their needs.
- Answer inquiries and provide solutions regarding device software and hardware to resolve problems and improve functionality/increase ease of use.
- Proselytize on various basic best technological practices such as regularly updating software, turning laptops off regularly, and performing other routine system maintenance to optimize storage and memory and prevent problems before they can start.
- Strong 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.
- Utilize web development tools such as Google Chrome Developer Tools, Microsoft Visual Studio Code, and GitHub, and used these to code 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 Specialist

Provided technical support to the Recruiting Team which included managing, troubleshooting, and repairing personal computer (PC) hardware and software as needed.

- Installed and managed the setup of new Dell personal computer desktop workstations running Microsoft Windows 10 operating systems, including the creation of an administrator account for each station, user accounts for new employees, and Norton antivirus software installation.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Ensured wireless internet network connections, Voice over Internet Protocol (VoIP) phone connections, and printer connections.
- Performed setup, troubleshooting, and repairs or replacement of input peripherals such as keyboards and computer mice as well as output peripherals such as monitors and computer speakers.
- 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.
- Referred major hardware or software problems or defective products to vendors or technicians for service.
- 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.
- Prepared evaluations of software and hardware, and recommended improvements or upgrades.
- 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.
- 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 in Microsoft Word and created spreadsheets in Microsoft Excel for payroll assistance and tracking performance metrics.
- Created visually appealing and professional slideshows to present to clients using Microsoft 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

Headed a project to research, record data, and present the data trends between Duke Ellington and other major arts high schools around the country.

- 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

Supported campus security by securing the restricted access dormitories, which consisted primarily of monitoring entrance and exit traffic as well as recording and maintaining the confidentiality of sensitive information for guest logs.

- 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.