BIAGGI C. BARBER 🔊

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Tuesday, October 1st, 2019

To Whom It May Concern,

I am a Technical Support Specialist with experience in providing computer user support in an office environment. I have spent the past three years serving as the primary and sole in-house technical support for the Recruiting Team of an Information Technology staffing company called MYTA Technologies in Bethesda, MD. I also have a preponderance of personal experience in troubleshooting and managing Apple devices (mobile and laptop) — over seven years' worth.

After being laid off from MYTA Technologies in May 2019, I have been studying front-end web development focusing primarily on HTML and CSS languages. However, the bulk of my experience lies in my extensive work with desktop, laptop, and mobile software and systems such as Mac OS X, iOS, Windows 8, and Windows 10 for professional, personal, and academic projects. I have worked with MacBook Pro laptops (2012 to 2015), iPhones (6 to XR), and iPads (Pro, Air, and Air 2).

I believe that I am uniquely qualified to support a wide range of organizations. My qualifications include my professional experience in setting up new workstations, maintaining computer systems, and troubleshooting a range of technical issues in addition to my longterm personal experience with Mac and PC computers and mobile devices. I am very adaptable and learn new software and hardware tools quickly. I am confident that upon review, my resume will further support my qualifications. Please do not hesitate to reach out with any questions or to schedule a discussion with me in person or by phone. I welcome the opportunity to join, support, and grow with a new organization!

Best regards,

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SUMMARY

- Technical Support professional with a strong proficiency in performing computer and mobile software and hardware troubleshooting and routine maintenance.
- 7+ years of experience performing extensive software and hardware troubleshooting, maintenance, fixes, and updates on MacBook Pro (models ranging from 2011 to 2015).
- 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.
- Some of my more notable fixes (for their complexity or difficulty) include repairing the syncing between my iTunes music library on my MacBook Pro and my iPhone X (this involved going into the laptop system files, copying the iTunes folder as a backup, deleting the original folder, and reinstalling it from the backup), as well as a tricky issue that caused regular software freezing in an iPhone X (I discovered the problem to be a corrupt software install via WiFi; I backed up and wiped the device before reinstalling the software via iTunes/USB cable in order to avoid another data corruption (likely due to WiFi connection fluctuations)).
- Provide services for family and friends such as managing major updates, explaining new features, assisting with settings issues (and teaching people how to avoid issues in the future), managing device storage issues, and helping individuals access and secure their iCloud accounts.
- Well-versed in succinctly summarizing and explaining device capabilities and comparisons in order to better assist individuals in selecting the Apple devices best suited for 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 maintenance to optimize storage and memory, utilizing only peripherals from Apple to avoid cheap components causing more serious problems.
- Among a wide range of friends and family, I am often the first one people come to for help or advice concerning Apple products. I have served both as an advocate for Apple devices as well as a support technician for various software and hardware issues on both Macs and iPhones for several years.
- 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 Technical Support Specialist 06/2016 to 05/2019

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.

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- 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 Research Assistant Intern

07/2015 to 09/2015

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.

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• 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.

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References Available Upon Request.

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