

Carlos M. Feliciano

PC Technician - Intermediate

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Work experience

PC Technician - Intermediate Jan 2017 - Present

Adventist Health Syst, Orlando, FL

Installed and verified Windows operating systems, applications and settings to over 200 devices on a monthly basis.

Recognized roadblocks and escalated the issue to Senior, Lead or manager for problem resolution.

Diagnosed and resolved hardware problems with out of warranty devices at the lowest possible level in order to reduce costs of repairs to Adventist Health Systems.

Company Commander Oct 2016 - Present

U.S. Army Reserves, Aguadilla, PR

Responsible for the command, control, training, administration, operations, logistics and combat readiness of a 145 Soldier Signal Company; maintaining accountability of over \$44 million of communications equipment.

Developed and implemented standard operating policies and procedures to ensure control measures are in place to prevent fraud, waste, abuse, and mismanagement of government resources.

Analyzed and prepared training calendars to ensure Soldiers are meeting essential milestones for mission readiness.

MIS Support Specialist - Contract May 2016 - Dec 2016

Florida Hospital, Orlando, FL

Located, imaged, and deployed an average of 25 computers on a weekly basis to over 5 Florida Hospital campuses while maintaining proper documentation.

Identified and repaired a wide variety of PC problems related to hardware, software or network anomalies while working with different departments of IT and vendors of proprietary software.

Provided technical assistance and support to end users on the application of technologies and resolution of technical issues.

Executive Officer Oct 2014 - Oct 2016

U.S. Army Reserves, Aguadilla, PR

Second in command of a Signal Company with 145 Soldiers. Responsible for the daily operations of the unit to which included administration and training of personnel, logistical operations, and maintenance of equipment valued in excess of \$12 million.

Maintained reliable tactical voice and data capabilities without loss of service to an excess of 800 end users in a field environment. Provided telephone and in-person support, troubleshooting, resolution and documentation of hardware, software, and network related technical issues.

Reimaged new workstations prior to adding them to the network; implemented user and group policies for computers on the network.

Platoon Leader Dec 2012 - Oct 2014

U.S. Army Reserves, Fort Gordon, GA

Responsible for the training, professional development, and discipline of 40 Soldiers.

Supervised and managed the administration of military communications property valued in excess of \$9 million to include the Joint Network Node (JNN), Ku-band satellite system, High-Capacity LOS radio systems, generators, and vehicles.

Certifications

CompTIA Network+

CompTIA Security+

Skills

Strong Leader

Operations Management

Training and Development

Team Builder

Detail Oriented

Education

Mandarin Chinese Certification	Jan 2013 - May 2013
University of North Georgia	

Bachelor of Arts - International Studies / Spanish	Aug 2008 - Dec 2012
Georgia Southern University	