

Dylan Polito

dylanguypolito@gmail.com ❖ (737) 420-6053 ❖ Austin, Texas

WORK EXPERIENCE

Transfinder | **Apr. 2022 – Present** *Software Austin, TX*

- Contributed to the development of intelligent logistics software at Transfinder, catering to schools, municipalities, and adult facilities.
- Supported clients nationwide, managing 9+ applications and efficiently routing incoming support cases.
- Provided adept technical assistance via phone and email, while meticulously documenting and tracking inquiries using Microsoft Dynamics 365.
- Administered user accounts and permissions, ensuring smooth system access and security.
- Facilitated information collection for optimizing government funding in educational institutions.
- Thrived in high-traffic scenarios, professionally managing multiple user inquiries.
- Achieved and consistently exceeded weekly and monthly case closure goals by over 20%

Tech3 Business Systems | **May 2016 – April 2022** *Systems Operator and Administrator Houston, TX*

- Tech3 Business Systems is a managed service provider that provides comprehensive technology solutions that include managed services, data center and hosting, and infrastructure design.
- Handled major client relationships across Houston and San Antonio areas, spanning a range of industries including restaurants, museums, machine shops, construction companies, and medical practices.
- Maintained strong face-to-face relationships.
- Configured, installed, and maintained computers, printers, wireless access points, and servers.
- Successfully managed multiple annual projects, consistently meeting and exceeding project target goals.
- Facilitated, distributed, and took responsibility for technical support issues.
- Coordinated and participated in projects centered around the implementation of network infrastructure for non-profit organizations.

EDUCATION

University of Houston - Jan. 2022 *Bachelor of Business Administration in Accounting Houston, TX*

Lone Star College System - July 2019 *Associate of Arts Houston, TX*

SKILLS

- Microsoft Dynamics 365, CRM, remote management tools, Windows Active Directory, Windows Server, Android, Javascript, HTML, CSS
- Proficient problem solving and analytical skills.
- Strong communication, interpersonal, and customer service skills.
- Effective time and project management abilities.
- Detail-oriented and adaptable.

