

# David Maldonado

301 Belcher Rd N apt. 1104 • Largo, FL 33771 • (727) 871-0757

david.m.maldonado@gmail.com

<http://dave-maldonado.github.io>

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## Objective

To obtain a position in the Information Technology field where my problem-solving ability and drive to learn will benefit both the Company and myself.

## Executive Summary

More than 10 years of customer-facing call center experience in both technical support and non-technical customer service roles. More than 10 years of personal experience troubleshooting PC issues and two years of personal experience programming.

## Skills

• Ruby • Java • Linux • PC repair • troubleshooting • customer service

## Education

### University of South Florida

expected class of 2016

- admitted for the Fall 2013 semester
- studying Computer Science
- participated in the 2013 Hillsborough Hack-a-thon and Hack for a Change events

### Hillsborough Community College

class of 2012

- graduated with an Associate of Arts and a 3.3 GPA
- took 2 courses in Java programming and a course in PC hardware
- joined Suncoast Linux User's Group (SLUG)

### Wesley Chapel High School

class of 2001

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## Selected Work Experience

### Verifone Inc. - Clearwater, FL

2012-present

- providing technical assistance to users of stand-alone credit card terminals and point-of-sale transaction software

### Marcone Part Supply - Tampa, FL

2010-2012

- assisted customers in obtaining the major appliance parts required to perform repairs

### Macy's Inc. - Clearwater, FL

2007-2010

- provided technical support for the Macys.com website

### Safe Pest Control - Seminole, FL

2005-2007

- responsible for a route encompassing Pinellas, Hillsborough and Pasco counties