David Maldonado

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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.

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**

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

Alltel Wireless - Tampa, FL   **2004-2005**
- provided technical support for the Alltel cellular network and handsets