

DAVID SUAREZ

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davidsuarezjr.com

EXPERIENCE

Bankers Financial Corporation • St. Petersburg, FL • June 2015 - Present IT Service Desk Intern

- Process all in-bound calls in a professional manner within established department standards
- Provides appropriate technical assistance to customers of the help desk
- Troubleshoot and resolve hardware and software problems
- Utilize Help Desk tracking and analytical system to document and trace service requests
- Create documentation as needed to provide efficient communication of help desk area information
- Stay current on any procedural changes

David's Lawn Service • Cape Coral, FL • June 2007 - June 2012 Landscaper/Tech Support

- Provided first-tier support for over 50 clients
- Maintained accounts and invoices
- Communicated with customers on special projects

Organizations

Society of Hispanic Professional Engineers - Association for Computing Machinery - Web Design and Development Organization - Microsoft Development Network - Herd of Thunder Marching Band - USF Symphonic Band

EDUCATION

Bachelor of Science, Information Technology
Bachelor of Arts, Music Studies

University of South Florida • Tampa, FL • 2016 (Expected) • G.P.A. 3.2

SKILLS

Java · C · C++ · HTML/CSS · Windows · Ubuntu Linux · Android · PC building ·
Social Media · Spanish