

# RICIO DaCOSTA (DAX) BRATHWAITE

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Urbanizacion Los Cafetos, Mozotal, San Jose

Costa Rica

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## SUMMARY

Highly organized, results-driven self-manager, with articulate written and verbal communication skills, ready to utilize my extensive IT knowledge and remote tech support experience to solve all your customers' technical problems.

## COMPUTER SKILLS, CERTIFICATIONS AND EXPERIENCE

**Microsoft Certified Professional, A+, and Network+ certifications, Milestone Certified Design Engineer(MCDE) (CCTV)**, Linux, Windows 10, Windows 8, Windows 7, Windows Server 2008, Microsoft Visio; Microsoft Office (Word, Excel, PowerPoint, Outlook); Photoshop ; SQL; Quickbooks; Python Programming Language; Web Design (HTML, CSS, WordPress, JavaScript); TCP/IP; Hardware Troubleshooting.

## WORK EXPERIENCE

12/18/17 – 12/12/20 **PROFICIENT BUSINESS SERVICES** – Nassau, Bahamas

*Service Desk Technician – Partially Remote*

- Deliver remote and on-site hardware, software, and network troubleshooting support.
- Assisted with the migration of Active Directory to new domain.
- Setup and configure POS systems for clients.
- Installation, configuration, and troubleshooting of CCTV security camera systems.
- Installation, configuration, and troubleshooting of access control systems.
- Laptop disassembly and repair.
- Design data centers and technical plans using Microsoft Visio.

01/14/13 – 12/18/17 **SELF EMPLOYED** – Freeport & Nassau, Bahamas

*Freelance IT Technician*

- Provide local businesses with a variety of professional IT services.
- Network installation and administration.
- Website Design for various companies using WordPress, HTML & CSS.
- PC & Laptop disassembly and repair.
- Staff training on hardware and software.
- Regular maintenance of systems.
- Hardware and software sales.
- Hardware and software troubleshooting (on-site and remote).
- QNAP Backup System setup and administration.
- Assisted local organization with video/sound equipment setup and production.
- VPN setup.
- Tablet repair.

07/21/09 – 01/16/13 **ROGERS SOFTWARE DEVELOPMENT, INC.** - San Jose, Costa Rica

*Tech Support Agent / Manager – Remote Work*

- Supervised a support team of 25 techs and 3 assistant managers in a 100% remote environment.
- Provided remote (email and phone) tech support for our clients.
- Managed the timely updates of over 2500 clients using Super Salon® POS software.
- Trained new employees on how to use and troubleshoot Super Salon® POS software.

01/19/08 – 7/20/09 **SELF EMPLOYED** - San Jose, Costa Rica

*Freelance IT Technician*

- Provided local homes and businesses with a variety of professional IT services.
- Network installation.
- Website design and SEO support.

05/30/07 – 01/18/08 **SYKES** – Heredia, Costa Rica

*Technical Support Agent – Remote Work*

- Provided notebook support for U.S. and Canadian Intel® customers.
- Provided networking support for U.S. and Canadian Intel® customers.

11/15/03 – 02/22/07      **SELF EMPLOYED** – Freeport, Grand Bahama

*Freelance IT Technician*

- Provided local businesses with a variety of professional IT services.
- Network installation and administration.
- Installation of video security systems.
- Staff training on hardware and software.
- Regular maintenance of systems.
- Server upgrades.
- Hardware and software sales.

2/11/03 – 10/17/03      **SYNTECH SYSTEMS, INC.** – Tallahassee, FL

*Technical Support Agent*

- Provided telephone support for the FuelMaster® software and hardware.
- Provided PC support including communications, drive mapping, and software training.
- Assisted customers in the wiring of dispensers to Fuelmaster system and phone line installation.

7/5/99 – 7/31/02      **FLORIDA DEPARTMENT OF EDUCATION** – Tallahassee, FL

*Computer Systems Analyst*

- Supervised a Computer Department Help Desk team.
- Administered both Novell and NT servers and clients in an Ethernet network.
- Troubleshoot Office 2000, Windows 2000, and Mac OS problems.
- Assisted with Windows 2000 Server and Cisco Router installation.
- Performed telecom operations on *Lucent's Definity* digital telephone system.
- Built and administrated an Exchange 5.5 Server with Outlook 2000 clients.

9/13/99 - 11/5/99      **FLORIDA A&M UNIVERSITY** – Tallahassee, FL

*Computer Support Specialist*

- Resolved software and hardware problems in a Windows NT / 95 fiber-optic network.
- Assisted end users with advice, instruction, troubleshooting, and repair.
- Installed, relocated, upgraded, and modified full and partial PC systems and peripherals.
- Performed NT administrative duties including policy setting and account adjusting.

## EDUCATION

Florida A&M University – Tallahassee, FL  
**Bachelor of Science – Political Science** Minor – Biology

Graduated  
GPA: 3.4

Linuxacademy.com  
**Linux Essentials Certificate**  
**SQL Primer**

Completed: 16 Hours  
Completed: 3 Hours

Focus Learning Systems - Tallahassee, FL  
**Implementing Windows 2000 Professional and Server**  
**Installing and Configuring Windows 2000 File, Print and Web Servers**  
**Preinstalling and Deploying Windows 2000 Professional**

Completed: 52 Hours

Computer Tutors USA - Tallahassee, FL  
**NT 4 MCSE (Microsoft Certified Systems Engineer) Course**  
**Intro. To Hardware Troubleshooting**

Completed: 162 Hours  
Completed: 7 Hours

## LANGUAGES SPOKEN

**English**.....NATIVE  
**Spanish**.....INTERMEDIATE

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