*PROFILE*

*Quality-focused IT professional with A+ Certification, Network + Certification, MCP Certification, and one year of experience as General IT support for Porter and Chester’s Chicopee campus. Proven ability to create and deliver solutions that meet corporate objectives tied to business and technology performance. Comfortable operating in a wide range of platforms and environments. Effective communicator; able to explain complex processes in easy-to-understand terms for end users. Skilled in proactive identification and resolution of critical systems/network issues*

*RELEVANT SKILLS*

* Computer Assembly, Install, Configure and restore Operating Systems
* Desktop Support, Diagnosis and Troubleshooting, Hardware Installation
* Local Area Network installation, configuration and Administration Monitoring
* Peer to Peer Networks, Router Configuration, System Upgrades, Wireless Integration
* Remote Desktop Support, Virtualization Support, VirtualBox, VMware, Parallels.
* Spy-Ware / Anti-Virus Installation, Configuration, Detection and Removal
* Windows 2000, Windows XP, 2003 Server, Microsoft Vista, Microsoft Windows 7, 2008 Server
* Microsoft Office suites Microsoft Remote Desktop, Team-Viewer, PC Anywhere, Mac OS X. I have been using Apple products since I got started in IT, always loved them. I do not have any certs in Apple yet, however I will be obtaining them as soon as possible, Linux

*CERTIFICATIONS*

http://www.comptia.org/Libraries/Certifications/A_plus.sflb.ashx **CompTIA A+ IT Technician *October 2011***

*220-701 Essentials Exam A+ 220-702 IT Technician*

http://www.comptia.org/Libraries/Certifications/Network_plus.sflb.ashx **CompTIA Network+ *April 2011***

*N10-004 Networking+ Exam*

**MCP (Microsoft Certified Professional) *June 2011***

*70-270 Installing, Configuring & Administering Microsoft Windows XP Pro*

*EDUCATION*

**Porter and Chester Institute**, Chicopee, MA ***Anticipated Graduation Date October 2011***

*Computer & Networking Technology*

**Chicopee High School**, Chicopee, MA ***June 2008***

*Diploma*

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*PROFESSIONAL EXPERIENCE*

**McDonald’s,** Springfield, MA ***November 2007-July 2010***

*Crew Member*

* Follow recipes to prepare menu items set by McDonald’s stringent procedures.
* Perform food safety guidelines and followed proper sanitation and temperature procedures.
* Requires a detailed and accurate knowledge of ingredient portions, preparation, and wrapping specifications as well as good coordination and speed.
* Provide superior customer service while maintaining McDonald’s stringent objectives.
* Ensure Occupational Safety & Health Act, local health and safety codes, and company safety and security policy were met.
* Handle cashier work and other side work, as requested by supervisor.
* Ensure customer service and satisfaction by working promptly, rapidly, and precisely.