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Fernando M. Fernandez Jr.

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|  | **Education** Bachelors of Science: Computer Science - Kennesaw State University, Marietta, GA, Aug, 2015 – 3.0 GPAAssociates of Science: Computer Science - Georgia Highlands College, Marietta, GA, May 2013 – 3.7 GPA | |
|  | **Skills and Experience**  **3 Years’ experience providing on-site and remote Hardware/Software support with excellent customer service. Currently enrolled in Career Foundry’s Full-Stack Web Development Course** | |
|  | Hardware/Software Support   * Desktop, Laptop, Switch, and Server maintenance and troubleshooting * Active Directory, Group Policy, Backup and Restore, IP Networking * Medical EMR Support: AmkaiOffice, eClinicalWorks Office 365 Administration and Support | Coding   * App development in Java, C++, Python * HTML, Javascript, NodeJS Web Development * Capstone Projects with Python on Raspberry Pi: GPS, Simon Says Button Game, Alarm Clock * Current goal is to complete Full-Stack Web Development course by April 2023 |
|  | **Work History** Level 2 IT Support Analyst, Woodruff Arts Center, Atlanta, GA June 2019 to October 2019, August 2021 to May 2022   * Office 365 Admin, Zoom, Mimecast, and Sophos administration * Application support for Ticketing Systems such as Ticketmaster and Archtics * Audio Visual Support for projectors and Reach Display Devices * Apple OS and mobile device support * IP Networking and assist Network Admin with switch configurations   **Level 1 IT Technician, Healthcare IT Experts, Port St. Lucie, FL**  August 2017 to May 2018   * O365 Administration Portal and Active Directory management for users * Imaging and Deployment of Windows PCs * EMR Application and Server Maintenance for 5 surgery centers in Florida  Level 1 IT Technician, The IT Advisors, Port St. Lucie, FL June 2016 to August 2017   * Deskside technical support * Workstation setup and software installs for new users * Documentation using Kaseya ticketing system | |