

## Kevin B. Catanella

919 Cheltenham Parkway, Cherry Hill, NJ 08034  
(856) 308-9882 | kcatanella7792@yahoo.com  
www.linkedin.com/in/

### Objective:

Results-oriented professional with over 3 years of hands on experience in Information Technology. I am eager to challenge my career path in information technology and join a team of professionals in an organization that has proven to be a leader in Systems Engineering, Help Desk Support, Desktop Support, or Technical Support.

### Education:

#### Rowan University

Bachelor of Arts in English

December 2018

### Technical Skills:

- Windows XP, Vista, 7, 8, 8.1, 10
- macOS Sierra, Mac OS X Server, OS X Yosemite Server, macOS 10.13, macOS Catalina, etc.
- Microsoft Office 365 Suite (Word, Excel, PowerPoint, Outlook, OneNote, Publisher, Skype for Business, Access)
- Microsoft Exchange Online
- Microsoft SharePoint Online
- Microsoft Yammer
- OneDrive
- Microsoft Planner
- Power BI
- Microsoft Delve
- Office Sway
- Adobe Photoshop
- iOS & Android
- Microsoft Antivirus and Spyware Utilities
- Microsoft TeamViewer
- Microsoft Dynamics
- Microsoft Visual Studio
- Microsoft Azure

### Professional Experience:

#### Liquid Mercury Solutions, Baltimore, MD (Remote)

September 2018 – Present

Microsoft 365 Technical Support Specialist / Account Executive

- Work closely with Microsoft to develop out of the box and custom solutions to businesses of all sizes in various industries
- Apply critical thinking and strategic concepts to solve complex issues
- Help businesses understand how new technology can transform their business by utilizing the full potential of Office 365
- Provide Office 365 support by resolving tier one issues and escalating tier two issues to specialty teams
- Significant experience supporting Windows XP, Vista, 7, 8, 8.1 and 10, troubleshooting remotely, installing programs and updating the resolution database
- Monitor and troubleshoot tier one issues
- Use ticketing systems to effectively track and log user and business requests
- Communicate with clients to explain system operations, solve problems, and ensure that the system operates effectively and satisfies their needs
- Install Office 365 licenses on devices and set up mailboxes
- Manage system logs and identify potential issues with computer systems
- Create and reset passwords for both end users and businesses
- Travel to client and customer sites to resolve issues when needed

#### Experimax, Cherry Hill, NJ

July 2016 – July 2018

Lead Computer Technician

- Assisted customers with repairs and helped them select the best products for work, entertainment, and usability

- Inspected, diagnosed, and tested Apple laptops, portables and iOS devices for software and hardware failures
- Performed data recovery and migration, virus removal, software updates, etc.
- Handled inventory and setup the showroom for customer satisfaction
- Disassembled units to diagnose issues and repair equipment for customers
- Trained employees on repair and sales techniques with products such as iPhone, iMac, Apple Watch, iPad, etc.
- Built relationships with consumers in the Greater Philadelphia area to help promote our products and repair services

**United Parcel Service**, Lawnside, NJ

June 2013 – July 2016

Package Loader

- Sorted, loaded, and stacked numerous boxes into company trucks
- Consistently exceeded daily quota for box loading
- Helped maintain the cleanliness of trucks and loading equipment

**Smart Circle International**, Cherry Hill, NJ

June 2012 – September 2012

Account Manager, Intern

- Used direct marketing and canvassing methods through door-to-door sales of windows, roofing, and siding products
- Met and exceeded sales quota consistently
- Distributed product samples to consumers and established great relationships

**NBC**, Los Angeles, CA

July 2010 – December 2010

Television Musician

- Performed on the television show “The Sing-Off” as part of the a cappella group, *Men of Note*
- Assisted with arranging music and choreography for the group

### **Community Service & Involvement:**

---

Christ Our Light Mission Trip to Guatemala; St. Lawrence Carnival; Trenton Soup Kitchen, Various Anthony P. Catanella Memorial Events