



LR

LESHLYE RIVERA

INFORMATION TECHNOLOGY | COMPUTER SCIENCE

SKILLS

Troubleshoot software, network and hardware components.

Responsive technical support.

Technologies:
Java/HTML/CSS/
PHP/JS/React

Bilingual (English & Spanish fluent).

Windows OS, Mac OS, Unix Terminal.

Leadership & Public Speaking.

EXPERIENCE

IT SPECIALIST • BEST AND FASTEST BOOKS • FEBRUARY 2017 – MARCH 2020

On-site/Remote and responsive technical support. Actively look for ways to improve productivity/efficiency within the business from an IT perspective. Management and troubleshooting of company equipment. Including but not limited to, desktops, laptops, servers, IO components, routers, switches, Wi-Fi extenders, firewalls, printers, cell phones, email service, cloud storage, and shipping equipment.

IT TECHNICIAN (INTERNSHIP) • AQUA PRODUCTS • JULY 2017 – SEPTEMBER 2017

Troubleshooting hardware and software issues within the premises. Use Windows Active Directory for user management. Held system administrator responsibilities and permissions. Store tickets for all cases that require IT support. Collaborate with Baroan Technologies to ensure responsive technical support.

EDUCATION

INFORMATION TECHNOLOGY - BS • JANUARY 2020 • MONTCLAIR STATE UNIVERSITY

Relevant Courses: IT Project Management, System Administration, Computer Networks, Computer Systems, Computer Security, Human Computer Interaction (HCI), and Database Systems.

COMPUTER SCIENCE MINOR • JANUARY 2020 • MONTCLAIR STATE UNIVERSITY

Relevant Courses: Fundamentals of Programming Languages, Data Structures and Algorithms, Internet Computing.