RAFAEL SERRANO

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# Education

## FLORIDA INTERNATIONAL UNIVERSITY | MIAMI, FL *DECEMBER 2019*

## BACHELOR’S degree of science in information technology

* **Overall GPA:** 4.00
* **Key Specialized Courses:** Programing languages, Cyber Security CEH course, SQL and MySQL

## asa college | MIAMI, FL *SEPTEMBER 2017*

## associate degree of science in network administration and security

* **Overall GPA:** 4.00
* **Key Specialized Courses:** Hardware Repair, Software System Design, Network Security I and II, Web Design.

# Experience

## Computer support specialist | fiu    *JUNE 2018-present*

* Costumer facing technology roles, maintenance of servers (data, print, network), computers and services for Student Affairs and Career Services. Automation of processes, AD and different types of software.

## system maintenance and security roles | falcon it SERVICES  *JUNE 2017-september 2017*

* Set up and execute maintenance systems and protocols, be proficient with PM Works during the Internship time.

## system manager| carrocerias sevilla(SPAIN) *junE 2016-september 2016*

## *JUNE 2015-SEPTEMBER 2015*

* Modification of systems to correct faults, improve performance, adaptation of systemsto a changed environment or changed requirements.

## management Control | hardware store “ACERO” (SPAIN) *june 2014 – SEPTEMBER 2014*

* Performing general ledger accounting including general ledger & bank account reconciliation, compiling data and system database control

# LEADERSHIP|AWARDS|HONORS

* Computer technology club leader during AA Education. ASA College Track and Field leader NjCAA.
* President List (3.8GPA to 4.0GPA) ASA College Miami in Spring, 2016; Fall, 2016; Spring 2017; Summer, 2017.
* Dean List (4.0GP) Florida International University Spring 2018 and Summer 2018.
* Florida International University TAU Sigma Honor Society Member.
* Tennis School “PAUSUS”: Work as a head coach for children from 5 to 10 years old.
* Track and Field Team “Leganes”: Work as a head coach for children from 13 to 16 years old
* Computer Technology club ASA: Develop projects whit students from the same field.
* ACM FIU member: Computer association.
* Hardware Lab tutor: Work as a voluntary tutor for other students for Programming, Operation Systems and Web design classes at FIU for the current semester (Fall 2018).

# SKILLS

* **PLATFORMS -** Desktop Computers, Personal Computers (Laptops), Servers, Smartphones (IOS and Android), Tablets, Printers and Faxes.
* **COMPUTER LANGUAGES –** Java(3 years’ experience), Android Java(1 year experience), HTML & CSS(2 years’experience), Fortran 97, C(1 year experience), C++(1 year experience).
* **SOFTWARE -** Microsoft Access, Microsoft Office, Wireshark, SSMS, Active Directory, PowerShell ISE, OneDrive, SharePoint.
* **OS –** Windows, Linux (Ubuntu, CentOS, Kali Linux), MacOS
* **LANGUAGES -** Spanish (Fluent), English (Fluent).