**PROFESSIONAL SUMMARY**

Dedicated Support Specialist and Programmer adept at design, develop, document, analyze, test and modify computer systems, programs and integrations. Critical thinker who addresses customer issues quickly and who consistently exceeds performance standards. Self-motivated, creative, detail-oriented, team player and excellent time management skills.

**EDUCATION**

National Louis University, IL June 2018

**M.B.A** Management Business Administration, June 2018 Chicago, IL

Robert Morris University, IL

**B.S in computer sciences,** June 2009

* Major: Networking GPA: 4.0 Honors: Dean’s List Chicago, IL

**SKILLS / STRENGTHS**

* **Software:** Microsoft Office, (MS-Outlook, PowerPoint,), MS- Exchange 2007 Server
* **Operating Systems:** Windows (98, 200, XP, Vista, Windows 7, Windows 8.1, Windows 10), Mac OS, Linux
* UNIX Skills (commands and basic shell scripting)

**EXPERIENCE**

*National Louis University* 05/2019 – Present

**Support Specialist and Programmer**

* Apply system-analyst techniques and procedures, including consulting with users to determine hardware, software or system functional specification.
* Arrange project requirements in programming sequence by analyzing requirements; preparing a work flow chart and diagram using knowledge of computer capabilities, subject matter, programming language, and logic.
* Develops and maintains applications and databases by evaluating client needs; analyzing requirements; developing software systems.
* Analyze user information system needs.
* Research, evaluate and recommend solutions and appropriate technology to meet user’s needs.
* Document the functionality and requirements.
* Ellucian Ticket system

*Garfield Ridge Condominiums* 02/2018 – Present

**Property Manager**

* Oversee the daily Operations of the Garfield Ridge Condominiums.
* Understand the needs of the residents and owners and ensures decision making is in the best interest of all owners.
* Prioritized the importance of owners’ satisfaction by ensuring timely completion and follow-up of service request.
* Conduct Monthly Meeting to communicated to owners the upcoming project.
* Send out a Monthly Finance report to all owners of Garfield Ridge Condominium
* Ensures all the safety equipment is operable and working property.
* Maintains accurate records of transactions such as, waste, water, light, insurance, and more.

*National Louis University* 08/2012 – 05/2019

**Technical Support Specialist**

* Set-up machines (Desktops, Laptops, Teleconference Unit, and Projectors) for the faculty’s members, making sure all the equipment is in good conditions and running properly.
* Provide excellent customer service for any students or faculty.
* Provide On-Site Support
* Provide Remote Support
* Image desktops, laptops and Lab Computers (Using Ghost Imaging)
* Troubleshoot printers\fax machines/scanners/copying machines
* Active directory
* Ellucian Ticket system

*North Chicago School District (Single Path LLC)            6*/2014 – 12/2014

**Technical Assistance**

* Provide On-Site support for faculty.
* Follow Established technical procedures and escalation guidelines
* Troubleshoot and repair printers/scanners
* Desktop support
* Troubleshoot and repair equipment or system malfunctions
* Remove computer viruses and spywares as well data recovery

**TECHNICAL EXPERIENCE**

High exposure to MS-DOS, MS-WINDOWS, WINDOWS VISTA, WIN/2000, WINDOWS XP, WINDOWS 10, WIN NT 4.0 Work Station and server, Linux, Java, HTML, SQL, MS-OFFICE (OUTLOOK, POWERPOINT), MS-EXCHANGE 2007 Server, Active Directory, Routers, Switches, Hubs, Ethernet cable

**SKILLS**

Bilingual; fluently speak, read and write (Spanish)

**REFERENCES**

Available Upon Request