

Samuel Etienne

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Education:

Florida International University, Miami Florida August 2016
Bachelor of Science in Information Technology-Software concentration

Miami Dade Community, Miami Florida November 2013
Associate's degree in Computer Information Systems

Work Experience:

MDCPS Volunteer Inroads Program (VIP) October 2016 - Feb 2017

Volunteer/Intern

- Assisted in supporting over 1700 students , 100 staff, and 1000 devices
- Used support tools like PDQ deploy, Active directory management , Microsoft deploy tools
- Workstation trouble shooting and interactive classroom troubleshooting.
- Used heat ticketing system to track incidents around the school and service requests.

American Bancshares Mortgage February 2017 – present

IT software support specialist

- Supported over 200 employees with various software support and hardware needs.
- Created custom code for the loan origination system in .NET and C#
- Worked with VOIP phones configuring the systems as well as a ticketing system
- Mapped out a plan to design a new server room from the ground up

Accomplishments:

- Co-lead in transitioning a corporate office to a new location without down time in service
- Awarded "Overall Excellences" title after creating an onboarding program in java and PowerShell
- Showcased a phishing attack using a flashed router, PHP code, and WampServer to obtain users login information