

Nico Fraga

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| Objective | Ambitious college student, pursuing a Bachelors in IT at Southern New Hampshire University with aspirations to pursue a career in IT support and services. | |
| Education | Southern New Hampshire University , Manchester, NH Current GPA: 4 | Exp. 2023 |
| | Springfield Technical Community College , Springfield, MA Cumulative GPA: 3.48 -Completed and achieved Associate in Science in Diagnostic Medical Imaging | May 2016 |
| | Springfield Technical Community College , Springfield, MA Cumulative GPA: 3.33 -Completed and achieved Associate in Arts in Liberal Arts/General Studies | Dec. 2013 |
| Experience | Entre Technologies Computer Technician/Imager and MSP Helpdesk Technician | West Springfield, MA Sep. 2019-Current |
| | <ul style="list-style-type: none">• Installed desktops, laptops, monitors, docking stations, printers, and televisions for Baystate Health hospitals and remote offices, tracking assets in ServiceNow• Backed up user data and transferred data to new PC ensuring the user was satisfied with each install, answering any questions and providing cable management• Imaged thousands of PCs for Baystate using SCCM installing different images, collections, and specific software for each PC• Managed projects replacing around 700 mobile computer carts at Baystate and setting up chromebooks for various school districts• Remotely assisted coworkers with any issues at Baystate using SCCM remote control• Remotely assisted MSP clients who called the helpdesk using N-Able by installing antivirus, updates, Office 365, resetting passwords, and any other issues they had• Monitored Datto backups and fixed issues with devices not backing up• Repaired PCs and laptops by replacing motherboards, displays, keyboards, cameras, palm rests, etc.• Provided extended availability by being on-call to replace defective drives in servers for Big Y grocery stores• Managed and updated all tickets with notes in Connectwise | |
| | Surgi-Care CPM Delivery Technician | West Springfield, MA Mar. 2018–Jul. 2019 |
| | <ul style="list-style-type: none">• Delivered and installed CPM machines while educating patients on proper use• Used company mobile device to provide updates on customers' accounts• Worked effectively with a team of three colleagues to ensure on-time delivery• Ordered and accounted for inventory on a weekly basis• Provided extended availability by being on-call to allow for excellent customer care• Applied proper safety measures when dealing with all patients (handwashing, gloves, and masks)• Ensured the integrity and transparency of sensitive patient information | |
| | Baystate Home Infusion and Respiratory Services Materials Handler | Springfield, MA 2015-2018 |
| | <ul style="list-style-type: none">• Delivered durable medical equipment (DME) such as walkers, canes, wheelchairs, crutches, etc. to patients' homes• Installed oxygen machines and educated patients on proper usage according to doctors prescribed plan• Delivered and installed CPM machines while educating patients on proper use• Restocked warehouse with products and picked orders for next day deliveries• Communicated with patients to obtain logistical information to allow for on-time deliveries• Troubleshooted and corrected or replaced faulty equipment• Ensured the integrity and transparency of sensitive patient information | |
| | Home Depot Hardware Associate | Wilbraham, MA 2011-2014 |
| | <ul style="list-style-type: none">• Greeted and assisted customers in fulfilling their needs• Inquired of customer projects to provide knowledgeable information on products• Assisted colleagues across multiple departments• Facilitated online and in-store orders• Inquired of sister stores on product availability guaranteeing customer satisfaction• Helped load product to customer vehicles | |
| Community Service | Shoveling eldering neighbors' homes during snowstorms | |
| Computer Skills | Office 365, Repairs, Experienced with SCCM, Familiar with both Windows and Mac Operating systems | |