



## PROFESSIONAL SUMMARY

- ✓ Results-driven IT Specialist with 5+ years of strong experience in assisting companies with managing hardware, software, networking, and solving technological problems with operating systems.
- ✓ Highly skilled at diagnosing, troubleshooting, and resolving a range of software, hardware, and connectivity issues.
- ✓ Proven ability to provide exceptional customer service support by performing detailed investigation of customer service complaints and issues, asking probing questions, researching, analyzing, and rectifying problems expediently.
- ✓ Adept in cultivating relationships and communicating effectively across an organization to build productive teams.



## EDUCATION & CERTIFICATIONS

- **Certifications:** 2017 Apple Certified Mac Technician (ACMT), 2015 Apple iPhone Certified Technician
- **In Progress – Bachelor of Science in Cyber Security with focus on Project Management** | Southern New Hampshire University
- **High School Diploma** | John F. Kennedy High School – Silver Spring, MD



## EXPERIENCE

### IT Specialist | Boston Consulting Group (BCG) – Bethesda, MD

2019 – Present

- Provide high level Tier II and Tier III support for BCG with 22,000 employees and 500 clients ranking among the world's 500 largest corporations across 16 industries.
- Prepare and deploy laptops for staff including configuration and imaging of laptops, smartphones, and voicemail systems.
- Assisted in migrating 480 users from Office 2013 to Microsoft 365. Tested platforms such as Slack, Microsoft Teams, Zoom, WebEx, and many more with our environment.
- Investigated 30-35 tickets daily by addressing user issues through ticketing system, ServiceNow with a 95-100% resolution rate.
- Identify and investigate network issues, maintain and upgrade hardware and software, and assist in the server installation.
- Manage local technology to increase reliability, security, interoperability, and effectiveness of customer work while reducing costs.
- Ensure knowledge base is up to date throughout the Americas to guarantee steps to finding a resolution for an issue are accurate.

### Apple Certified Mac Technician | Apple, Inc – Bethesda, MD

2017 – 2019

- Led team of 20-25 technicians that promptly serviced 150-200 customer appointments weekly.
- Managed all aspects of the support workflow, including prioritization of customer requests and repairs.
- Analyzed and performed repairs related to Mac systems, operating issues, and their peripherals. Installed, configured, and fixed macOS.
- Interacted with users and guided them on queries and issues related to hardware and software.
- Performed diagnostic tests to evaluate and isolate system problems and suggest suitable solutions.

**Technical Specialist | Apple, Inc – Bethesda, MD****2015 – 2017**

- Quickly diagnosed technical mobile device issues on the spot, using knowledge of current Apple technology to help with iPod, iPhone, and iPad devices.
- Built strong and positive rapport with customers while troubleshooting iOS devices within a 10-minute window.
- Worked with 20 local businesses to implement mobile device management solutions.
- Provide personal training for new customers, helping them acquire the basic skills they need to get started on photo, video, and music projects.

**Advanced Repair Agent | Geek Squad, Best Buy – Bowie, MD****Mar 2015 – Aug 2015**

- Conferred with customers by phone or on-site to provide tech support and information about products or services. Educated customers on proper use, care, and security of their hardware.
- Maintained records of customer interactions or transactions, recording details of inquiries, complaints or comments as well as actions taken.
- Reassembled machines after repairs or replacing parts. Operated machines to test functioning of parts or mechanisms.
- Replaced hardware such as RAM, video cards, motherboards, and more. Identified viruses and malware and removed them.

**Shift Leader | Hot n Juicy Crawfish – Washington, DC****Mar 2014 – Apr 2015**

- Leader within branch, keeping motivation high. Ensured efficient operations on the floor and in the kitchen. Coordinated and acted as a bilingual translator for many internal staff meetings. Enforced sanitary, safety, personnel, labor, and security policies. Maintained company vehicle.

**Store Manager | General Nutrition Center – Hyattsville, MD****2012 – 2014**

- Managed payroll, weekly associate schedules, hiring, inventory, customer services issues, outreach program to build customer base, and training associates and assistant managers.

**Assistant Manager | Express – Silver Spring, MD****2011 – 2012**

- Oversaw inventory orders, employee scheduling, interviewing, training. Managed branch's Planogram software that outlined layout of branch throughout rotating seasons.

**SKILLS**

- **Hardware:** PC, Laptop, Assembly, Maintenance, Peripherals, Printers, Drivers, Troubleshooting
- **Software:** Installation, Debugging, Microsoft Office, Adobe, JAMF, OKTA
- **Operating Systems:** Microsoft Windows 10, Windows 8, macOS, Linux, Apple, iOS
- **Networks:** Configuration, Servers, Routers, TCP/IP Socket Programming, SQL, LAN Technology
- **Security:** Virus Protection, Maintenance, Monitoring, Backup Management, Disaster Rectory
- **Languages:** HTML, CSS, C++
- **Operational:** Computer Hardware Knowledge, Software Knowledge, Internet Applications, Networks, Server Administration, Operations Systems, Internet Security, Data Privacy, Programming Languages, Database Administration, Cloud Management, Data Synchronization, Project Management, Quality Assurance, Technical Support, Sales, Administration, Training, Telecommunications, Mobile Devices
- **Personal:** Leadership & Training, Critical thinker, Autonomous, Takes initiative, Quick learner, Problem solver, Analytical, Prioritizing tasks effectively, Strong business & client relations, Teamwork, Self-starter, Ability to work independently & collectively, Communications, Works well under pressure, Organized