

DAVIAN MESSADO

Mount Vernon, NY 10552 | (646) 427-2574 | realmessado@gmail.com

SUMMARY

Thorough Service Technician utilizes in-depth knowledge of troubleshooting and repair. Talented at handling multiple work orders with efficiency and focus on quality. Excellent work ethic and continuous drive to acquire new service and repair skills.

SKILLS

- Encryption
- Monitoring computer viruses
- MS Office
- Maintenance & Repair
- Customer service
- Reporting and documentation
- Computer configurations
- System upgrades

EXPERIENCE

12/2014 to Current **Preloader Supervisor**

UPS – Mount Vernon, NY

- Supervising a team of up to 12 of Package Handlers
- Provide training, assist staff to develop skills required for the job, ensure safety procedures are maintained and complied with, maintain high productivity rate, monitor attendance
- Ensure proper documentation and record keeping

EDUCATION AND TRAINING

Expected in 07/2022 **Undergraduate Certificate:** Cybersecurity

Thomas Edison State University – Trenton, NJ

Expected in 05/2022 **Associate Degree of Science:** Information Technology

Southern New Hampshire University – Manchester, NH

CERTIFICATIONS

- Google IT Professional - 2/5/2021

- App Investigations - 2/04/2021
- C)SA1: Certified Security Awareness 1 - 02/03/2021