

fiveirfren@gmail.com

1791 66th Ave N
St. Petersburg FL 33702

Profile

To use my talents and knowledge to grow further in the IT career world

Experience**Spectrum****2018 - present****Desktop Support Specialist/IT Support Specialist V — July 2018 - Present**

Process tickets within SLA timeframes, answer calls, support remote tickets, manage and work multiple projects, keep inventory tracked through CMDB

QC Invoice Auditor — April 2014 - July 2018

Audit the contractor invoices

Brighthouse Networks**2005 - 2018****Billing Services I and II — March 2008 - April 2014**

Data entry, verify and update accounts

Service Technician — November 2005 - March 2008

Troubleshoot and repair coax, network and phone wire

Education

St. Petersburg College - Associates in Arts 2016 Cum Laude

Faith Theological Seminary - Diploma of Theology 2009 Cum Laude

Seminole High School - 1999 High School Diploma

Skills**Computer Knowledge:**

- Working tickets with SLA's
- Help Desk Support
- Microsoft Windows platforms
- Mac OSX
- Android
- iOS
- Microsoft Office Suite
- CMDB

Work Learned Abilities:

- Communication
- Cable Troubleshooting and repair
- Audio/video equipment and wiring
- High and low voltage wiring
- Phone sales / support
- Customer service
- Purchasing
- Shipping / Receiving

Certificates

CompTIA A+

July, 2015

CompTIA Network+

July, 2018

CompTIA IT Operations Specialist

July 2018

TestOut Network Pro

March, 2016