

YOUR NAME

YOUR ADDRESS

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PROFESSIONAL SUMMARY

Professional IT Technical Support/Implementation Lead with 5+ years' experience. Possess the required skill level to maintain Network Servers along with a dedicated interest in advancing programming language skills and web development. Essential knowledge to successfully handle various projects and centralize data into one database. Customer Service driven with the proven ability to implement solutions and resolve technical and software problems producing positive results and achieving total customer satisfaction.

CORE QUALIFICATIONS

UNIQUE APPLICATIONS DEVELOPMENT ■ DATA ACQUISITION AND CONTROL SYSTEMS
ELECTRONICS ENGINEERING ■ PROGRAMMING ■ DEBUGGING/TROUBLESHOOTING
SOFTWARE / HARDWARE TESTING EXPERIENCE ■ SOLDERING SKILLS ■ CUSTOMER RELATIONS
AC/DC CIRCUIT TROUBLESHOOTING ■ IMPLEMENTATION/NETWORKING KNOWLEDGE

RELEVANT EXPERIENCE

Nokia - Irving, Texas

January 2015 – December 2016

IPM Implementation Lead

- Managed Nokia ERM (Electronic Resource Management) tool that handled all outsourcing time management tracking and standard work processes.
- Assigned after one year as IPM Lead (Integrated Project Management) managing efforts to centralize data from all projects into one database.
- Researched and recommended the proper SW tool to handle centralized data project.
- Oversee implementation of SW tool to handle collaboration of database.
- Created training videos and trained top level management team of five on tool.
- Supported multiple projects across different business units; i.e.; Quality Management, Vendor Management, and Remote Operations.
- Reported directly to Head of NI (Network Implementation) handling various remote projects for the Management Team.

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C&A Income Tax Services - Garland, TX

June 2010 - June 2014

IT Technical Support Lead

- Maintained Network Server running; Windows Server 2012 and 12 PC Workstations.
- Supported ProSeries Tax, QuickBooks, and Intuit Payroll Software Suites.
- Addressed all network issues as needed for 10 staff members.
- Sustained a stable working network through the critical tax season.

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Apple Inc. - Frisco, TX

October 2009 - July 2010

Apple Solutions Consultant

- Managed sales, merchandising, and operations of the Apple Shop.
- Main point of contact and technical support for all Apple products and customers.
- Educated customers on new products and special promotions
- Emphasis sales efforts on point-of-sales displays based on consumer traffic patterns.

EDUCATION

DeVry University - Irving, TX

April 2014

Bachelors of Science in Electronics Engineering

Related Engineering Course Studies:

- ***ECET230 Digital Circuits and Systems with Lab*** - Topics include combinational and sequential logic, digital integrated circuit electrical characteristics, programmable logic devices and hardware description languages.
- ***ECET330 Microprocessor Architecture with Lab*** - Students use assembly language and/or high-level language to program the microprocessor and develop simple algorithms.
- ***ECET340 Microprocessor Interfacing with Lab*** - Basic input/output operations are evaluated, and specific peripheral devices – including A/Ds, D/As, keyboards, displays, and serial and parallel communication channels – are studied.
- ***ECET365 Embedded Microprocessor Systems with Lab*** – Use an embedded microcomputer to control electrical and/or mechanical systems. Students design and develop various applications involving data acquisition and control.

Related Programming Course Studies:

- ***Structure Programming w/Lab*** – Introductions to high-level programming to solve a variety of engineering problems as well as write, compile, run and debug problems.
- ***Object-oriented Programming w/Lab*** – C++ work including objects, classes, encapsulation, polymorphism, and inheritance.
- ***Application Programming w/Lab*** - Java programming language, exception handling, event-driven programming and graphical user interfaces. Coursework also covers use of data streams for moving data to and from files.
- ***Data Structures and Algorithms w/Lab*** – Studies include; lists, strings, stacks, queues, trees, data encapsulation, as well as algorithms for recursion, sorting and searching.

TECHNICAL SKILLS/PROGRAMMING LANGUAGES

- Proficient in Microsoft Office Suite
- Proficient in Apple Products (Mac)
- Experience in AutoCAD and Revit
- Basics in C++, JavaScript, HTML, CSS, SQL, Python, and other programming languages