**IT SPECIALIST RESUME**

Michael C. Reagan

CompTIA A+ Certified IT Technician

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**Summary of Qualifications**

Energetic IT technician at a warehouse of over 300 factory employees. 3+ years of experience with factory instruments and office hardware, software, and network connectivity. Increased performance by 5% after spearheading a building-wide OS upgrade. Seeking to leverage wide spectrum of IT knowledge and tech skills to become the next IT technician at Cellubop Gershwin Enterprises.

**Work Experience**

**IT Technician**

January 2018–July 2019

GenConn Technoceuticals, Cincinnati, OH

**Key Qualifications & Responsibilities**

* Maintained hardware performance, network connectivity, and software updates in a factory of 300+ workers.
* Took over onboarding classes for factory hardware for all new employees.
* Diagnosed issues with warehouse-critical hardware and software, including handheld computers and station-specific systems.

**Key Achievements**

* Increased performance by 5% by spearheading warehouse-wide upgrade of computer systems from OS 3.5 to OS 4.1.
* Replaced receiving team’s handheld computers, coming in $5,000 under budget while purchasing devices which are guaranteed to last over 5 years.

**IT Technician Assistant**

November 2015–December 2017

10G Networkz, Cincinnati, OH

**Key Qualifications & Responsibilities**

* Troubleshooted all network connection problems which arose for clients in the Cincinnati region.
* Assisted clients in maintaining optimal connectivity and bandwidth.
* Supported internal administrative team at 10G Networkz with hardware and software issues (e.g., printers, scanners, computers, routers).
* Installed and trained new clients on the ins and outs of using 10G systems efficiently and effectively.

**Education**

Bachelor of Arts in Information Technology Systems

New Mexico State University, Las Cruces, NM

**Graduation:** 2015

**Relevant Coursework:** Information Systems and Organizations, Networking and Telecommunications for 2020, Technological Integration and Problem Solving, Information Systems Cyber Security, Wireless Networking, Database Management Systems, IT Technical Foundations.

**Key Skills**

* IT Troubleshooting & Problem Solving
* Onsite & Remote Technical Support
* Up-to-Date Knowledge of Computer Operating Systems
* LAN & WAN Connectivity & Maintenance
* Computer Hardware Systems & Components
* People Skills & Friendly, Helpful Attitude

**Languages**

* Portuguese (Brazilian): Elementary Proficiency

**Certifications**

* Certified Information Systems Security Professional (CISSP)
* Cisco Certified Network Associate (CCNA)
* CompTIA A+ Technician

**Memberships**

* Association of Information Technology Professionals (AITP)
* Association of Computer Engineers and Technicians (ACET)