

Goal: To utilize my UI/UX design skills in a team environment where I can design network applications and platforms.

Experience

State of Florida DBPR

IT Support Specialist Tallahassee, FL **03/2023 - Present**

- Diligently providing support in the IT department using software tools such as Salesforce, AD, and FreshDesk to troubleshoot various issues for investigators.
- Provide tech support by handling inbound and outbound calls, managing O365 problems, and inputting data into an Incident Management Queue.
- Monitor conditions, analyze, and troubleshoot VPN/LAN network incidents to identify and minimize disruptions.

IGS Energy

Home Energy Consultant Dayton, OH **06/2022 - 12/2022**

- Generating business by working in an assigned territory, selling natural gas, electricity, and utility warranty plans
- Using Salesforce, I presented a consultative selling approach to increase customers' awareness of choice as well as a competitive advantage over other providers

Charter Communications Spectrum

Direct Sales Representative Dayton, OH **07/2016 - 06/2022**

- Specializing in customer service and consultation to new and former subscribers with residential TV/streaming choices, broadband Internet, and mobile wireless plans in the Advertising & Marketing department.
- Maximized sales quotas and trained new hires in a highly competitive broadcast TV cable industry.

Bankers Life and Casualty Company

Licensed Insurance Agent Wilkes Barre, PA **06/2015 - 02/2016**

- Prospective new clients by cold calling, door-to-door, and using CRM software like Salesforce
- Provided personalized insurance solutions to clients based on their individual needs and risk profiles

PMA Sales and Marketing

Xfinity Assistant Manager Bensalem, PA **01/2013 - 01/2015**

- Provided consultation and recommendations through sales presentations to existing Comcast subscribers.
- Offering residential customers Cable TV, Internet, Digital Voice, Wi-Fi, and Home Security products and services.

Cydcor

Verizon Corporate Trainer Lyndhurst, NJ **01/2012 - 01/2013**

- Trained sales skills and marketing techniques to recent graduates and undergraduates
- Learned professional office duties such as faxing, mailing, conferencing, and interviewing
- Offered exclusive retention offers to former Cablevision, TWC, DirecTV, with Verizon Fiber Optic products and services while exceeding sales quotas

Time Warner Cable

Field Service Technician Brooklyn, NY **01/2007 - 01/2010**

- Repaired, replaced, service drops, inside/outside coaxial cable wiring (aerial, internal, and underground), to a variety of converters, switches, modems, and terminals
- Using a DSAM meter and a PDA to follow work orders, and using poles, buildings, hands, or motorized tools, in all kinds of weather.
- Troubleshooting to provide optimal customer service to subscribers
- Diagnosed home networks, VoIP problems, and home security issues.

Apex Systems Inc.

PC Technician

White Plains, NY

10/2006 – 12/2006

- Using break/fix procedures to provide repair service to residential and commercial DELL customers with hardware issues on their desktops, notebooks, and PC
- Certified by DELL on their Dimension/Inspiron/Latitude series to troubleshoot hardware components, including printers

Verizon New York Inc.

Field Technician

Elmsford, NY

04/2005 – 05/2006

- Installed and replaced service drops/RJ11/RJ45 to outside wiring (aerial, buried, and underground), to a variety of terminals.
- Made attachments to utility poles, buildings, and residential properties using hands or motorized tools, while following service orders, blueprints, installation diagrams, or other work assignment documentation as received from management or via company work administration systems such as a Computer Assisted Tool (Laptop/PC/PDA).
- Provided data and voice service (POTS, DSL, T1, PBX) from residential to commercial subscribers in all types of weather.

Bronxnet Community Cable Company

Production Intern

Bronx, NY

11/98 – 08/01 10/03 – 10/04

- Trained community college students on professional studio equipment and technologies.
- Supplied assistance to major and minor live field productions aired on broadcast TV
- Increased my knowledge in independently producing and directing taped and live broadcasts by participating in journalism workshops,
- Became proficient in timing segments, dubbing, writing scripts, studio, and field camera operations, mastered technical equipment, including sound mixers, playback recorders, and CGI machines on productions.

Education

Ohio State University

Columbus, Ohio

05/2022 - 11/2022

- Received certification as a UI/XI Designer with a focus on mobile app design

The Career Center

CompTia A+ Certified

New York, NY

01/2004 – 01/2006

- Pursued certification as an Internet Web Development Professional, and an ACE (Adobe Certified Expert). Attended training classes in iNet+, Server+, and MCSE/MCSA.
- Certified to sell residential security, fire, and alarm systems for Florida.

Penn State University

Media, PA

08/2001 – 09/2003

- Majored in Computer Science and Engineering, minor in Music Theory
- Former President of the Penn State Gospel Choir.
- Pursued an Undergraduate Degree

DeWitt Clinton H.S.

Bronx, NY

09/1998 – 06/2001

- Majored in Computer Science and Engineering, minor in Music Theory
- Former President of the Penn State Gospel Choir.
- Pursued an Undergraduate Degree

Technical

Certified TV Producer w/ DATV. Certified Social Media Marketer, Figma, Adobe Creative Cloud, O365, Google Workspace, Trello, CodePen, VS Code, GitHub, HTML5, CSS3, JavaScript, Bootstrap, Photography