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Miami, FL 33125
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Leonardo Garcia

Objective To obtain an entry level position in the field of IT that puts my troubleshooting skills and knowledge to the test while I continue to pursue my student career.

Work Experience Exus Corporation
3800 NW 32 Ave
Miami, FL 33142
Web Administrator

- Manage online sales environment as well as online sales leads.
- Provide immediate tech support for employees as well as training in the use of office and application specific software.
- Database management and product information development.

Self Employed

Freelancer

- Responsible for managing several customers accounting and backup servers.
- Manage, and create new content for customer's websites including graphic design, customizing PHP code and updating databases.
- General Technical Support: Workstation maintenance, security, performance, networking, software deployment, etc ...
- Remote support of customers via phone and remote access software.
- Performed hardware upgrades and disaster recovery services.

Marathon Diesel Repair

1264 Ocean view Ave

Marathon, FL 33050

System Administrator

- Configured and maintained servers, clients and CCTV-DVR system.
- Migrated Company from XP to Vista and eventually to Windows 7.
- Created an ecommerce web environment and populated it with inventory data imported from SQL.
- Periodically performed Hardware upgrades on servers and several workstations.

Ryder System Inc.

11690 NW 105th St

Medley, FL 33178

IT Lab Technician

- Imaged and configured hundreds of employee workstations and laptops including but not limited to: Hard Drive encryption, VPN networking, Databases, DSL networking and software deployment.
- Provided technical support to users via phone, email and remote assistance software.
- Managed orders of IT assets.

Admark Inc.
11431 NW 34 St
Medley, FL 33178

Web Administrator

- Addressed customer I.T. Issues by managing trouble ticket system.
- Responsible for managing multiple UNIX like web servers.
- Managed email system and configured client and employee workstations.
- Provided customers with phone support and remote assistance.
- Setup and maintained employee workstations (Mac and Windows)
- Trained new customers in the use of the company's proprietary software.
- Configured customer's and employees mobile devices to work with the company provided services.

Diesel Parts Express
3460 W 84Th St
Medley, FL 33178

System Administrator

- Setup and maintained employee workstations (Mac and Windows).
- Setup and maintained Windows server.
- Deployed E-commerce portal and optimized it for SEO while managing leads and sales.
- Trained employees to use E-commerce and accounting software.

EZ Computer.
7884 NW 46th St
Doral, FL 33166

Technical Support.

- Visited customers at their home or business and provided them with IT Services for their Windows and Mac workstations.
- Provided customers with phone technical support as well as remote assistance.
- Security advisement, damage control and virus cleanup (manual and automated)

Education

Miami Dade C.C., Miami, FL
Major: Computer Science
Currently enrolled. Completed courses include A+ certification, Server+ Certification, Network+ certification, Cisco CCNA certification (first level)

References

Orelia Gonzalez: (305)-522-4796	Customer
Yancarlos Ortega: (786)-327-6456	Co-Worker
Luis Martinez: (305)-394-7223	Customer

