

## Daniel Gonzalo Vera

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**Objective:** I am a hardworking student who is eager to gain more experience in the field of IT, whenever I am in a position of work I strive to communicate the best I can and work as hard as I can for my co-workers and team members. I appreciate this field and I'm eager to reach a successful career as fast as possible.

### **Work Experience:**

- **Apex Roofing and Restoration - Outside sales Representative (January 9th 2020 to March 2nd 2020)**
  - This is a position out of my field of choice. Work for the meantime during education goals. I go door to door cold knocking offering free inspections of roofs to help customers assess damage. If there is damage we help replace the roof through the insurance of the homeowner. Company is 20 years old out of Alabama.
- **Charter Spectrum - Customer service rep - internet and voice(October 5th 2018 to January 8th 2020)**
  - In this position I take calls from customers having issues with their internet connection or their connection with Spectrum VOIP phones. I navigate through a couple of systems on the computer to help the customer deal with their issues, educating the customer, sending out trucks to their location, dealing with configurations of their internet connection remotely and troubleshooting in general.
- **Orange County Office Of Elections- Computer Field Technician(August 2018 to August 2018)**
  - This was a temporary position for the primary elections. It lasted from August 12th to the 31st of the month. My responsibilities included quality checking tablets for the elections, going through a checklist and fixing anything that might be out of order. I would run tests at different voting precincts with the ballot counter; the DS200 to make sure everything would work well on the day of the primary elections. I would make sure trucks were loaded and unloaded with the equipment needed for that day in each of the cities I was responsible for. On the day of the election I would make rounds throughout all the precincts assigned to me and make sure they were setting up equipment correctly. If there was any issues a ticket would be made and I would receive the call to brake my route and go to the site that needs the attention at the moment. I would fix issues with the tablets regarding their internet connectivity with MIFI devices and DS200 problems. I had my tools for any problem on that day. My role on that day was to also make sure different staff members in each precincts were fulfilling their roles and following procedure throughout the day and to provide guidance to people that needed it. My position was to make sure the elections ran smoothly on the day of the elections and before it even started.

- **Best Buy- Computer Sales Associate(October 2017- February 2018)**
  - My role was to welcome customers in my section, notify them if they needed help or had any questions that I was there to help. If a customer needs my help it involves me looking at our stock for certain items, informing them what would be the best computer for the specific needs. Also selling two major accessories for computers at Best Buy. That being our warranty (Geek Squad Protection Plan) and Office 365 licenses. Also it was my job including other staff in my section to try and answer any technical question the customer might have to the best of our ability and if we are not able to; find someone that can. Utilizing spanish and english communication was very important as this Best Buy is an international store. The majority of customers are Brazilian and various hispanics from different countries in south america.
- **Ellucian- IT Help Desk Specialist (June 2017- September 2017)**
  - Responsibilities were to answer phone calls for a multitude of schools around the United States Of America and provide technical support. That includes resetting passwords for students,staff and faculty. Creating tickets to send to other techs on campuses to fix issues for teachers. To inform the callers of any technical question they would ask according to my information sheets. I would utilize VPNS,and remotely connect to servers to help clients.
- **Coco Key Hotel and Water Resort- Ellis Lifeguard (May 2016 - March 2017)**
  - Responsibilities include jumping into the water to rescue guests, communicating with people the rules of the facility, providing guest service to the best of my ability, learning what soft skills really are and how to apply them in real world scenarios and maintaining a clean facility.
- **Vanessa's Dispatch- Office Assistant (Summer 2015)**
  - Responsibilities include going through microsoft operating systems, printing papers, putting money on gas cards for semi drivers, making invoices, completing contracts for clients.

### **Experience:**

- Built computers
- Configured routers
- Upgraded computers (installing hard drives/SSDs, installing RAM, graphics cards, CPUs)
- Installed two operating systems in one computer creating a multi-boot computer.
- Upgrade a PS4
- Cleaned Hard Drives (Data content)
- Put together a RJ45 cable
- Customer service-speaking with people from all around the country in different positions.

### **Certifications:**

- A+ Certification
- PC Pro Certification
- Network+ Certification

**Education:**

- Orange Technical College graduate (2017)- Studying Computer science and information technology
- Oak Ridge High School graduate (2017)
- University of Central Florida student (Present) - Studying Information technology.
- UCF Cyber Security Boot Camp (Present) - Studying Cyber security and networking.

**Languages:**

- Primary language - English
- Fluent in Spanish

**References:**

Maged El Ghazawy

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