

# Marcos Padron

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Authorized to work in the US for any employer

## QUALIFICATIONS

- 11 years as an IT professional
- Productive self-starter, solution driven – consistently achieve goals
- Proven experience in network/hardware/operating system troubleshooting, PC assembly, system integration, technical support, and customer service helpdesk

## EXPERTISE

Networking Systems	Imaging Creation + Maintenance	Cisco Umbrella	MS Office 365 Platform
DNS, DHCP + TCP/IP	Vendor Management	WDS SCCM	
Firewall configuration	Server Virtualization VMware vSphere ESXI	Hyper V Sonic Wall	
Windows Server 2008, 2012	Group Policy Management	Windows 7,10/Apple iOS	
LAN/WAN	Active Directory		

## EXPERIENCE

### IT Director

Miami Charter Community School - Miami, FL - November 2012 to Present

- Setup of faculty resources, ensuring proper installation of cable, operating systems and software
- Introduced dual boot systems running Windows and Apple platforms on all computers
- Develop I.T. based learning programs offering access to full Microsoft Office Suite and Imagine learning center
- Implemented methods of measuring performance management that aligns with organizational goals
- Key team member in design and construction of multiple computer resource rooms
- Collaborate with administration, teacher's and vendors to plan enhancements and resolve potential issues- Server management and maintenance of Local Area Networking equipment, cabling, and protocols including routers, switches, DNS, DHCP, and TCP/IP
- Oversee and support 1000+ users with hardware, software and connectivity issues
- Group Policy Management, Software deployment packages, and server virtualization using VMware vSphere
- Knowledge of Virtual application distribution solutions
- Understanding of Active Directory architecture and group policy
- Advanced application and environmental troubleshooting skills on all the above-mentioned platforms. Interacting with vendors like Microsoft, Dell, and Adobe.

### **Technology Expert**

Apple, INC - Miami, FL - October 2009 to November 2012

- Consistently ranked number one in sales on a quarterly and yearly performance reviews
- Trained specialist on sharpening presentation and technical skills, improving weekly workshops and sales goals
- Developed complete solutions based on customers' specific needs
- Maintained customer relationships based on trust and provided a personalized experience to each customer
- Motivated sales team to achieve quarterly goals
- Achieved recognition for exceptional customer service for both internal and external customers

### **Data Entry/Customer Service**

Consumer Debt Solutions - Miami, FL - April 2003 to August 2009

- Created and management clients' personal financial analysis and kept a running record of their accounts
- Audited clients' accounts weekly and updated information as needed to increase employee productivity
- Resolved customer service issues by using good listening skills and problem-solving abilities
- Routed callers through intake process, answered questions and provided helpful information

### **Technician**

Swank - Miami, FL - September 2006 to July 2007

- Coordinated equipment operation with material presented by clients according to speaker's instructions
- Set-up and upkeep of audio/visual equipment for various meetings, corporate events, hotels and live shows
- Maintained daily inventory of all equipment
- Conducted trouble shooting and minor repairs of equipment
- Tested venues for specific power requirements needed for each event
- Performed live sound F.O.H mixing and ran light and soundboards

## **EDUCATION | CERTIFICATIONS**

**CompTIA N+ Certification** | In-progress  
Self-Study

**CompTIA A+ Certified**  
January 2015

**Audio and Multimedia Technology**  
SAE INSTITUTE OF TECHNOLOGY  
November 2006