BIAGGI BARBER

IT SUPPORT SPECIALIST

CONTACT ME

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(240) 449-0162

E-MAIL
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LOCATION
Catonsville, MD

ABOUT ME

I am an IT Support professional with 7+ years of experience performing extensive software and hardware troubleshooting, maintenance, fixes, and updates on Dell OptiPlex 3000 series desktops, Dell Inspiron 3000 and 5000 series laptops, and Lenovo YOGA laptops running Microsoft Windows XP, 7, 8, and 10 as well as MacBook Pro laptops (2011 to 2015) running Mac OS X Snow Leopard to the current macOS Catalina. Currently preparing for the for the Microsoft 365 Modern Desktop Administrator Associate certification.
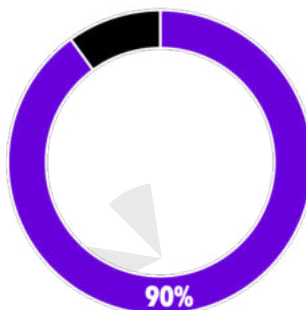
WORK EXPERIENCE

IT SUPPORT, **FREELANCE**   10/2019 ᵀᴼ PRESENT

- Support users in basic PC and Mac skills utilizing Microsoft Office, Chrome, Edge, Windows 10, mac OS Catalina, GMail, etc.
- Troubleshoot computer software, hardware, and peripherals using tools such as Dell Diagnostic Tools, Task Manager, Windows Performance Monitor, Windows Memory Diagnostic, Windows Network Diagnostics, and the Startup Repair tool.
- Diagnose, install, and repair/escalate issues with laptops and desktops (Dell, Lenovo, etc.) running Windows 10 Home and Pro versions, printers/fax machines (Brother, HP, etc.) , and WiFi.
- Provide instruction and troubleshooting for Apple mobile devices (iPhone 6s/7/8/X/11 and iPad Pro/Air/Air 2).
- Replace and install internal socketed laptop components such as RAM and hard drive.
- Partition MacBook Pro hard drive to dual boot Windows 10 and mac OS Catalina using Boot Camp.

WEB DEVELOPER, **LOCAVINO**   10/2019 ᵀᴼ 11/2019

- Used HTML5, CSS3, jQuery, Bootstrap 4 to create a static 4-page business website for a local restaurant.
- Utilized search engine optimization (SEO) techniques to improve interaction between site and search engines.
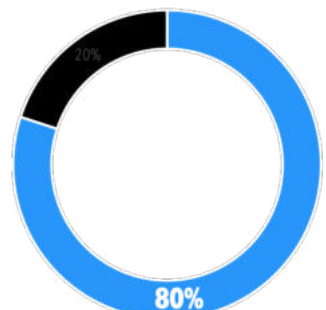
SKILLS

90% — **mac OS**

85% — **iOS**
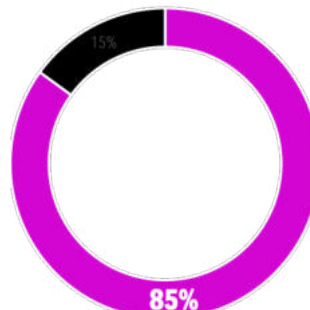
80% — **Windows 10**

WORK EXPERIENCE (continued)

TECH SUPPORT, **MYTA TECHNOLOGIES**   06/2016 TO 05/2019

- Provided technical support to the Recruiting Team which included managing, troubleshooting, and repairing personal computer (PC) hardware and software as needed.
- Troubleshot computer software and hardware, network issues, and peripherals using the CompTIA six-step troubleshooting process, antivirus software tools, and systems tools.
- Removed viruses and malware from Windows 10 PCs using tools such as Norton's Antivirus Scan and Malwarebytes Diagnostic Scan.
- Performed setup, troubleshooting, and repairs or replacement of input peripherals such as keyboards and computer mice as well as output peripherals such as monitors and computer speakers.
- Researched technical news and industry practices using tools such as RSS feeds to share both on social media as well as with the recruiting team, thereby increasing awareness and understanding of IT policies, practices, and terminology.

EDUCATION

2015. **THE GEORGE WASHINGTON UNIVERSITY**, BACHELOR OF ARTS.

Graduated with a major in Psychology and a minor in Cultural Anthropology. This course of study deepened my ability to critically analyze problems and develop potential solutions to problems.

2012. **MONTGOMERY COLLEGE**, ASSOCIATE OF ARTS.

Majored in General Studies with a concentration in Social Sciences as a precursor for my Bachelor's degree in Psychology.

2018. **HOOTSUITE**, SOCIAL MEDIA MARKETING CERTIFICATION.

Credential ID 11583324.

REFERENCES

REFERENCES AVAILABLE UPON REQUEST.