

ARMANDO BOJORGES
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Armando.Bojorges@gmail.com

Objective

A hardworking IT professional candidate with a degree in Information Technology seeking a Desktop Support Specialist position in a growing IT organization to keep the organization's network running smoothly at all times by utilizing my exceptional troubleshooting skills, thorough knowledge of network security and expertise of latest software.

EDUCATION

Northeastern Illinois University, Chicago, IL

Bachelor of Science: Computer Networks & Security

Fall 2018

Richard J. Daley College, Chicago, IL

Associate of Science: Applied Science

2007

CERTIFICATIONS

A+ Certified

2011

CCNA

In Progress

MCSA

In Progress

SUMMARY OF QUALIFICATIONS

- Possess in depth knowledge of PC internal hardware, operating systems, application software
- Troubleshoot LAN, WAN, Wireless devices, Print server connectivity and physically wiring and assist Layer 1 thru 2
- Choose, implement, monitor and upgrade computer anti-virus and malware protection systems SaaS
- Possess over 4+ years of extensive experience in supporting computers and networks
- Educate workers about computer security and promote security awareness and security protocols
- Troubleshoot network operations issues pertaining to user access management, software installation, system backup and printer setup, good understanding of OSI Model, TCP/IP protocols (IP, ARP, ICMP, SMTP, FTP)
- Provide hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services
- Continually update personal knowledge of computing hardware operating systems and software
- Expertise on Windows, Linux, Mac OS X, iOS, Android, Google G Suite and Chromium OS

RELATED EXPERIENCE

Information Technology Lead

June 2017 to Present

Noble Network of Charter Schools. Chicago, IL

- Manage network operation staff and vendors in maintaining operation of organization Network infrastructure.
 - Handle annual budget and ensure cost effectiveness.
 - Responsible for procurement, installation and life-cycle maintenance of IT hardware and software.
 - Manage Windows Servers (Active Directory), Microsoft Workstations, and network security devices.
 - Troubleshoot and maintain all networking devices and infrastructure across the organization including switches, routers, servers, Wireless Controller, and firewalls.
 - Make recommendations on existing projects to improve network security.
 - Work closely with colleagues to meet team goals and improve processes and practices.
 - Perform network and security hardware and software maintenance.
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- Respond to alerts from various monitoring systems and platforms to address potentially malicious events in a timely manner.
 - Detect the full spectrum of known cyber-attacks (e.g., DDoS, malware, phishing, ransomware & others) along with any security and compliance violations.
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Desktop Support Specialist

January 2015 to June 2017

Color Communications, Inc. Chicago, IL

- Provided executive support to the President, Vice-president, SVP, EVP and C-Level executives
- Provided support for over 100 PCs and Macs and over 150 users in 3 buildings
- Maintained all video and Audio conferencing equipment for conference room use
- Offered support in person via phone and remotely for Windows and Mac OS based end points such as Desktops, Laptops, Thin Clients, Tablets & Smartphones(iOS, Android and Windows based)
- Managed initial laptop/desktop installation and rollout for Windows
- Provided confidentiality and discretion when working with passwords or sensitive materials
- Managed user accounts across multiple systems with emphasis on Windows Active Directory
- Installed and supported Office 2013 and Outlook Exchange accounts
- Provided extensive support for Xerox Copier Printers and other non-Xerox printers
- Implemented, configured and troubleshot (Juniper VPN) and Secure Remote related issues
- Installed and configured FedEx system as well as UPS WorldShip software
- Maintained local database backups and maintenance for imaging systems
- Set up and run Cat5\Cat6 cabling and worked with phone line punch down blocks at different locations
- Assisted the system administrator as needed

Computer Repair Technician / Desktop Technician

2012- December 2014

Digital Forensics Security Consulting, Chicago, IL

- Responded to customer inquiries and requests for technical support regarding: installing, diagnosing, repairing, maintaining, and upgrading hardware/software for Macs and PCs
- Provided laptop and desktop support over the phone, email, ticket system or remote support to user in and outside the office
- Evaluated local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes
- Restored data from various backup sources, moved computer set-ups, and changed software
- Collaborated with company staff to optimize working environment and customer service

Computer Teacher

2006-2007

Casa Aztlán, Chicago, IL

- Instructed adult learners in basic computer skills including: introduction to computers (hardware/software), keyboarding, and Internet skills
 - Instructed adult learners in computer applications and their specialized functions (Windows, Word, Excel, Outlook, PowerPoint, Internet, and email accounts)
 - Developed all courses and all instructional materials for basic computer skills and computer applications courses
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- Used extensive knowledge of various computer applications and hardware to teach adult learners more advanced computer skills
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Medical Records Clerk / Transporter
Loyola University Medical Center, Maywood, IL

2004-2005