

## **Jose L. Pichardo**

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<b>Education</b>	<b>Associates in Science, Computer Information Technology</b>	December 2011
	Florida Keys Community College	Key West, Florida
	<b>Associates in Arts, Business Administration and Management</b>	December 2011
	Florida Keys Community College	Key West, Florida
<b>Experience</b>	<b>Technical Specialist</b> , Florida Keys Community College January 2007 – December 2008 Key West, FL Performs daily operations for data backup and report generation and distribution, Diagnoses, reports and coordinates hardware maintenance with third party vendor, Install and support computers across the network, troubleshoot OS (Windows XP, Windows Vista, and Windows 7) issues and perform reinstallations when needed.	
	<b>Computer Technician</b> , Florida Keys Aqueduct Authority, December 2008 – December 2009 Provide front line technical support for organizations computer systems, Implement and coordinate software installations and upgrades, Install and replace new hardware and/or replacement parts, Resolve technical and user hardware and software systems, Advise and instruct users on the use of hardware and software systems, Receive various forms, reports, correspondence, manuals or other documentation; reviews, completes, processes, forwards, or retains as appropriate.	
	<b>Technical Support Specialist</b> , Florida Keys Aqueduct Authority December 2009 – Present Provide technical support for all customers when need advice, assistance and training in applying hardware and software systems, Assist with system wide implementations and projects , Customize computer applications to specific customer needs using a variety of operating systems, computer software packages, database management systems, and utilities to streamline or enhance the customer’s ability to complete assignments, Evaluate acquisition of IT products or services and recommends purchases which meet FKAA requirements.	
<b>Skills</b>	Proficient with Dynamics, Workplace, Microsoft Office 2003, 2007 and 2010, Practiced at all aspects of presentations, including public speaking and training	
<b>References</b>	Available upon request	