



# LUIS CANDELARIO

## INFORMATION TECHNOLOGY SPECIALIST

### CONTACT

Margate, FL  
754.215.2622  
Luis.takenotes@gmail.com  
linkedin.com/in/luis-candelario

### EDUCATION

#### HighSchool Diploma

Ramapo H.S  
Rockland 2008  
Spring Valley, NY

#### Certification

Computer Networking  
800 hours  
BOCES of New York  
State 2008

### CERTIFICATIONS

- CNAA *in progress*
- CompTIA A+

### KEY SKILLS

- Analytical thinking
- Conflict resolution
- Customer service
- Data entry and management
- Detail-oriented
- Interpersonal communication
- Organization and planning
- Project implementation
- Project management
- Research and analysis
- Team building and leadership
- Technical support
- Technical writing
- Time management
- Troubleshooting
- Written and verbal communication

### PROFICIENCY

- Adobe Creative Cloud
- HTML/PHP
- Microsoft Office Suite
- Firewalls/PfSense
- SEO
- UnRaid
- Windows Operating Systems
- Windows Servers
- Wordpress

### PROFILE

Adept IT Professional with 11 years of progressive experience in the industry of Information Technology. Proven proficiency in hardware and software maintenance. Effective communication and timely responses to troubleshooting requests. Excellent comprehension of organizational policies and procedures associated with the role of IT Specialist.

### EXPERIENCE

*12/2021—Present*

*Team Lead • L7 Solutions • Plantation, FL*

- Actively staying up to date with changes and standards
- Carry out administrative functions
- Risk assessment and risk management
- Give direction and guidance
- Coach and mentor team members
- Review assignments for accuracy and quality
- Delegate responsibilities
- Coordinate application of software releases
- Develop and execute company policies
- Attend meetings, trainings or seminars
- Work with other departments
- Perform regular appraisal of team member's performance and devise strategies to help with improvement.
- Carry out in-depth research to reveal new and better methods of handling functions within the department.

*3/2020—7/2021*

*Tier I Support • TheCompuLab • Pompano Beach, FL*

- Manage tickets via Connectwise Manage ticketing system.
- Created user accounts, edited user account information, reset user passwords and removed access to the network utilizing active directory.
- Enabled forwarding of user emails to the desired person using Microsoft Exchange admin center. Managed user mailbox size and increased mailbox size using Microsoft Exchange admin center.
- Remains current on new technologies, products, and services.
- Rack n stack servers/ switches/storage drives, run cabling (cat5 and fiber), configure ilo, and break/fix servers, storage drives.
- Answered incoming calls and logged all user questions and issues accurately and efficiently into the ticketing system.
- Assisted clients via remote ScreenConnect/TeamViewer sessions to resolve technical issues.

*1/2018—3/2020*

*IT Support Manager • Fix Plus • Pompano Beach, FL*

- Exhibit responsibility for the ongoing development and management of the servers, networks, and system security.
- Configure and maintain all virtual networks, install Windows servers, and repair any hardware/software issues.
- Perform on-site technical support, maintain documentation, and closely collaborate with software engineers, developers and clients.