

JEFF TOMAZ

IT Support Specialist

📞 1516 519 4463 ✉ jeff.tomaz8@gmail.com 📍 Mineola, NY

SKILLS

Networking CRM Systems

Word / Excel

Data Management

Cybersecurity Python

LANGUAGES

English ●●●●●

Portuguese ●●●●●

Spanish ●●●●●

CERTIFICATES

CompTIA A+

Google Data Analytics

VOLUNTEERING

Jader Pinto

+5548 8829-8926

Kristen Huizdos

+1248 505-1131

EXPERIENCE

IT Manager

JTP Engenharia

📅 12/2021 - 07/2023 📍 Praia Grande, Brazil

- Oversaw the day-to-day management of cloud networks and servers, Ensuring smooth and secure operations.
- Handled the setup and upkeep of network hardware, including routers, switches, and Wi-Fi systems.
- Strengthened cybersecurity by implementing firewall measures and Monitoring network traffic.
- Provided IT support and training to employees, enhancing overall system efficiency and security.

IT Support

WIDEX USA Inc

📅 08/2015 - 10/2021 📍 Hauppauge, NY

- Delivered remote IT support, resolving customer issues via Teamviewer, email, web, and phone communication.
- Maintained accurate records of customer interactions and support Activities using CRM software.
- Collaborated with senior technical teams to address and resolve complex issues.
- Created automation scripts to improve the efficiency of IT support operations.

EDUCATION

DesignLab

📅 09/2023 - 04/2024 📍 Remote

Hunter Business School

📅 03/2014 - 09/2014 📍 Levittown

SUMMARY

Results-driven IT professional with a robust background in networking, cybersecurity, and IT support. Proven ability to diagnose and resolve complex technical issues, with hands-on experience in coding, game development, and website creation. Recognized for innovative problem-solving and a proactive approach to enhancing system security and efficiency. Adept at collaborating across teams to deliver comprehensive IT solutions. Seeking a challenging role in a dynamic organization where I can leverage my skills to drive technological advancements and contribute to overall business success.