MICHAEL RODRIGUEZ

IT Technician

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PROFILE

Dependable IT technician ensuring optimal hardware and software performance

A dynamic IT technician with four years of experience troubleshooting and maintaining computer systems. Skilled at resolving technical issues and improving user efficiency.

KEY SKILLS

- Computer repair
- Hardware upgrades
- Networking basics
- Software troubleshooting
- System diagnostics

PROFESSIONAL EXPERIENCE

IT Technician

ByteFix Solutions, Miami, FL | August 2020 - Present

- Diagnosed and repaired hardware for 300+ devices, reducing downtime by 20%
- Set up and configured new desktops and laptops for office environments
- Responded to service requests, maintaining a 95% on-time resolution rate

Technical Support Assistant

DigitalHelp Corp, Miami, FL | January 2019 - August 2020

- Provided troubleshooting support for end-users, resolving 150+ issues per month
- Installed software updates across all systems, ensuring compliance with company standards
- Conducted routine diagnostics to prevent system failures

EDUCATION

Associate Degree in Information Technology

Miami Dade College, Miami, FL, | May 2019