



ADRIAN REINA

Grand Prairie, 75050, (TX)

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Professional Summary

Desktop Support Specialist

- 12 years of desktop support experience, with a focus on Windows
- Expert in the Windows operating system, Microsoft Office Suite, network and information security
- Beginner skills in **Frontend Development**
- Strong problem solving, customer service and teamwork skills
- Quick learner and adaptable to new technologies
- Eager to learn and grow in my career

I think I would be a valuable asset to any desktop help desk team. I have extensive experience diagnosing and solving software and hardware problems, as well as providing customer support. I am also a fast learner and I am always willing to learn new technologies. I am confident that I can provide a high level of support to your users and help your organization achieve its goals

Employment History

Informatic Specialist, Desktop Support Specialist. Ciego de Avila, Cuba

Oct. 2017 - April. 2024

- Provide technical support during software installation or configuration
- Identify need for initial or supplemental project resources
- Refer major hardware or software problems or defective products to vendors or technicians for service
- Answer user inquiries regarding computer software or hardware operation to resolve problems
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Inspect equipment and read order sheets to prepare for delivery to users
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software
- Negotiate with project stakeholders or suppliers to obtain resources or materials.

Computer Lab Technician, Desktop Support Specialist. Ciego de Avila, Cuba

Sep. 2012 - Sep. 2017

- Data Entry
- Provide technical support during software installation or configuration
- Document computer security and emergency measures policies, procedures, and tests
- Collaborate with field staff or customers to evaluate or diagnose problems and recommend possible solutions
- Create or distribute offline promotional material, such as brochures, pamphlets, business cards, stationary, or signage
- Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media
- Instruct in use of voice, video, and data communications systems
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications
- Install drivers and printers paper or forms
- Train system users in system operation or maintenance
- Maintain parts inventories and order any additional parts needed for repairs
- Reinstall software programs or adjust settings on existing software to fix machine malfunctions
- Oversee the daily performance of computer systems
- Perform data backups and disaster recovery operations

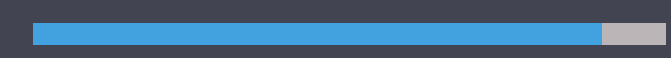
Education

University Maximo Gomez (UNICA), Ciego de Avila, Cuba

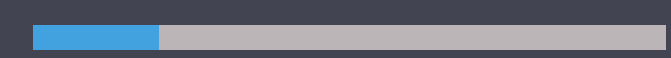
Bachelor of Science, Bachelor of Education in Computer Science, Feb. 2022

Skills

Windows OS



Frontend Development



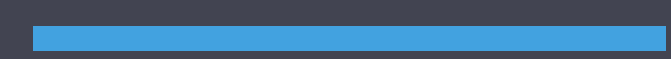
Microsoft Office Suite



Networking



Problem Solving



Customer Service



Teamwork



Languages

Spanish



English

