

Francis Vecchio

PC Specialist

✉ francis.vecchio@gmail.com

☎ (633) 696-6949

📍 123 Cedar St, Des Moines, IA 50315

Education

Associate of Applied Science in Computer Information Systems at Des Moines Area Community College, Ankeny, IA

Sep 2018 - May 2022

Relevant Coursework: Database Management, Programming Fundamentals, Networking, Web Development, Computer Security, Systems Analysis and Design, and IT Project Management.

Links

[linkedin.com/in/francisvecchio](https://www.linkedin.com/in/francisvecchio)

Skills

Troubleshooting

Networking

Hardware Installation

Software Configuration

Cybersecurity

Data Recovery

System Optimization

Languages

English

Urdu

Profile

Dedicated PC Specialist with 1 year of experience in providing exceptional technical support and computer maintenance services. Proficient in troubleshooting hardware and software issues, system diagnostics, and implementing timely solutions. Adept at building and upgrading computer systems to optimize performance, while fostering strong customer relationships through excellent communication skills and attention to detail.

Employment History

PC Specialist at PC Specialist is a specific company based in the United Kingdom, and as such, there are no separate company names for it in Iowa. However, if you are looking for companies that specialize in PC services in Iowa, here are two options:, IA

Feb 2023 - Present

- Successfully implemented a new computer system for a major client, improving their efficiency by 25% and reducing technical issues by 40%.
- Increased customer satisfaction rates by 35% through prompt and effective troubleshooting and resolution of technical problems.
- Managed a team of 5 technicians to complete a large-scale hardware and software upgrade project within a tight deadline, resulting in a 20% performance boost for the client's operations.
- Developed and delivered training workshops for over 100 employees on various computer software and hardware topics, leading to a 15% improvement in overall productivity.

Associate PC Specialist at , IA

Aug 2022 - Dec 2022

- Successfully resolved over 500 technical issues, resulting in a 95% customer satisfaction rate and a 20% increase in overall productivity for the department.
- Implemented a new ticketing system that streamlined workflow, reducing response time by 30% and increasing the number of resolved issues by 15% within the first quarter of implementation.
- Led a team of junior technicians in a project to upgrade the company's computer systems, completing the task 10% ahead of schedule and under budget, ultimately saving the company \$50,000 in potential downtime costs.

Certificates

CompTIA A+ Certification

Sep 2021

Microsoft Certified Solutions Associate (MCSA)

Aug 2020