

DYONTE BLAKE

Senior IT Support Engineer

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☎ (123) 456-7890

📍 Miami, FL

🌐 linkedin.com/in/dyonte-blake

WORK EXPERIENCE

Senior IT Support Engineer

Justworks

📅 2017 - current 📍 Miami, FL

- Supervised the flow of deployment, support, and maintenance for phone systems, networks, hardware, and software for 550+ employees
- Analyzed current systems, and recommended updates, software, and replacement hardware to increase company's efficiency by 26%
- Addressed and resolved 90% of Level III escalations within 2 hours
- Prepared technology and sound, and connected devices to networks for remote conferences
- Delivered training sessions to IT team 6 times per year to boost acumen and knowledge base of application lifecycle

IT Support Engineer

Rapid Ratings International

📅 2008 - 2017 📍 Miami, FL

- Implemented solutions for financial programs by writing code to remove bugs, improving program efficiency by 6% or more
- Collaborated with internal departments in order to fulfill work tickets, and adhered to ticket schedule to resolve complex escalated tech requests within 3 days
- Scheduled video conferences or in-person meetings with new clients, providing them with 1 to 1 support in applying financial programs to their companies and organizations
- Brainstormed ideas and potential features of financial software with programmers, assisting with APIs to reduce needed code by 53%

IT Support Engineer

AlphaSights

📅 2006 - 2008 📍 Miami, FL

- Addressed a wide array of technical issues with tech team for 60+ in-person and remote staff, including monitoring network connections, network infrastructure, and telecommunications
- Configured devices and hardware, and implemented MDM solutions to improve network security by 30%
- Communicated with global vendors, employees, and stakeholders to prepare video conferences, presentations, and sound
- Supplied prompt assistance for customers experiencing issues with subscriptions, account login information, and unresponsive webpages

EDUCATION

Bachelor of Science
Information Technology

Florida State University

📅 2002 - 2006
📍 Tallahassee, FL

SKILLS

Python
SQL
Agile Project Management
APIs
Network Infrastructure