

# Michael Berrios

Sanford, FL 32771

[MJBerrios1214@gmail.com](mailto:MJBerrios1214@gmail.com)

+1 407 353 7703

## Professional Summary

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Dedicated IT professional with extensive experience in technical support, systems administration, and hardware/software troubleshooting. Skilled in resolving complex issues, managing IT infrastructure, and delivering high-quality service. Proven ability to enhance system performance, improve workflows, and support organizational goals.

## Work Experience

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### Level 1 Help Desk Technician

Del-Air-Sanford, FL

July 2024 to Present

- Conducted in-depth troubleshooting, analysis, and resolution of complex technical problems, assisting technicians with escalated issues.
- Provided expert support for Service Titan application, ensuring seamless operation and user satisfaction.
- Managed Active Directory and Group Policy administration, enhancing security and access control.
- Delivered exceptional support to customers and technical staff, achieving high customer satisfaction.
- Collaborated with vendors to troubleshoot and resolve escalated incidents efficiently.
- Provided comprehensive technical support in a Windows environment, both onsite and remotely.
- Diagnosed and supported network wiring issues, ensuring reliable connectivity.
- Supported mobile devices (Android, Apple, Windows), ensuring functionality for a mobile workforce.
- Managed spare parts inventory, maintaining readiness for equipment replacements.
- Imaged and deployed Tablets and Desktop PCs, streamlining setup processes.
- Administered software and hardware updates/upgrades, maintaining system integrity and performance.
- Maintained a safe workplace, prioritizing safety and compliance with all Del-Air policies and procedures.

### IT Support Specialist

Fox Glass Co., Inc.-Lake Helen, FL

March 2024 to June 2024

- Monitored system performance, identifying and resolving issues to ensure optimal functionality.
- Provided technical support to end-users, troubleshooting hardware and software problems.
- Managed user accounts, permissions, and access control in Active Directory.
- Created and maintained documentation for system configurations, procedures, and troubleshooting guides.
- Collaborated with senior administrators and IT staff on projects and system improvements.
- Participated in the development and implementation of IT policies and procedures.
- Provided training and support to end-users on system usage and best practices.

## **Lead Technician**

Asurion-Orlando, FL

June 2023 to May 2024

- Perform repairs on various devices, including cellphones, tablets, laptops, and computers.
- Enhance customer experience through the 'serve, solve, and sell' method.
- Supervise, train, and coach tech experts.
- Stand in as store manager when needed.
- Maintain service-level agreements and ensure timely repairs.
- Oversee buybacks and return material authorizations.
- Manage inventory and uphold safety standards.

## **BCDR Technical Support Expert**

Datto-Orlando, FL

April 2023 to June 2023

- Resolve customer inquiries through multiple communication channels
- Build ongoing relationships with customers
- Answer system questions and provide workflow best practices
- Develop technical expertise in Datto products
- Perform incident triage and resolution
- Create articles for customer-facing knowledge base

## **Technical Support Representative**

Alorica/DELL-Lake Mary, FL

May 2022 to April 2023

- Provide first-level technical support on Dell products
- Use troubleshooting techniques to identify technical issues
- Maintain knowledge of Dell's product line and service offerings

## **Mobile Expert**

TCC Wireless-Deltona, FL

December 2021 to May 2022

- Provide world-class customer service
- Drive monthly revenue goals through customer accounts
- Ensure compliance with company policies
- Handle customer needs regarding service activations, changes, and bill payments

## **Account Executive/Sales**

Sykes Enterprises, Incorporated-DeLand, FL

August 2021 to December 2021

- Create sales business plans
- Manage sales goals and quotas
- Build client relationships and identify sales opportunities

## **Sales Development Representative**

T-Mobile-Maitland, FL

June 2021 to August 2021

- Generate new leads for Midmarket business segment

- Coordinate with customers and Account Managers
- Attain productivity and sales goals based on metrics

### **Account Executive/Sales**

Sykes Enterprises, Incorporated-DeLand, FL

February 2021 to June 2021

- Create sales business plans
- Manage sales goals and quotas
- Build client relationships and identify sales opportunities

### **Customer Care Professional II**

Charter Communications-DeLand, FL

June 2017 to June 2019

- Assist customers via telephone with inquiries
- Resolve video repair issues and billing inquiries
- Offer exceptional customer service and meet KPIs

### **New Member/ Transactions Specialist**

Convergys/ PayPal-Lake Mary, FL

August 2016 to June 2017

- Ensure service meets contractual KPIs
- Clarify customer requirements and provide resolution
- Assist customers with questions regarding refunds, charges, or ACH transfers

### **Transportation Security Officer**

Transportation Security Administration-Queens, NY

July 2010 to August 2016

- Screen individuals and property entering the sterile area
- Offer assistance to the flying public
- Train new hires and supervise work ethic of officers

## Education

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### **GED**

Flushing Highschool

## Skills

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- Help desk
- Technical support
- Sales Support
- Customer support
- Software troubleshooting
- Computer skills
- Salesforce

- Active Directory
- Upselling
- Linux
- Windows
- Operating systems
- Desktop support
- Account Management
- Computer networking
- Project Leadership
- Virtualization
- IT support
- Customer service
- Microsoft Office
- Leadership
- Mac OS