

Andrew Minutillo

**A+ Certified
Entry Level IT
Tech Support
Web Design
Office/Clerical**

Objective

Apply my Information Technology education and experience to a technical support position.

Summary of Qualifications

Technically knowledgeable with broad computer and software experience
Operated in a computer support capacity in multiple positions
Office professional experienced in accounts administration and operations

Technical Skills

Certifications: CompTIA A+ certified, pursuing CompTIA Network+
Networking: Small Business LAN, Wireless Access, DSL and ISDN Modems
Software: Windows, Ubuntu OS, MS Office, Macromedia, ACT, QuickBooks

Experience

Computer / Technical Support

Troubleshooting technical PC, voting equipment, and small business LAN issues
Instructing users of collegiate software and web resources
Assisted with computer and telephone based enterprise college registration

Networking / PC

Installation of a small business LAN, PCs, modems, routers, faxes, and printers

Web Design / Marketing

Redesign of a school Web site using FirstClass/RWD plus HTML and JavaScript
Experience maintaining a small business Web site with regular updates
Broadcast email marketing pieces weekly to over 1,000 regular clients

Operations / Office Skills

Maintain accounts while working with vendors, subcontractors, and clients
Analyze job costs and create reports aimed at increasing operational efficiency
Telephone, filing, document processing, basic bookkeeping, data entry

Work History

2010	TSX/Technician	Osceola County Supervisor of Elections	407-742-6000
2010	Web Design (Contract)	Hillsborough County Public Schools, Tampa, FL	813-272-4000
2007 – 2008	Account Administrator	Spraggins Builder Services, Orlando, FL	407-295-4150
2003 – 2006	Events Manager	Signature by the Lake Catering, Kissimmee, FL	407-931-1303
2001 – 2002	Student Support	Valencia Community College, Orlando, FL	407-299-5000

Education

2002	A.S. Computer Programming	Valencia Community College, Orlando, FL	407-299-5000
2000	B.S. Elementary Ed. (Summa)	University of Central Florida, Orlando, FL	407-823-2000
1996	H.S. Diploma (Valedictorian)	Heritage Christian School, Kissimmee, FL	407-847-4087