

Jeremiah M. DiMatteo

Résumé
IT Support

PERSONAL PROFILE

My experience with computer hardware and software is now in it's 15th year. Given this, I am proud to say that I have achieved proficiency in a variety of fields including: PC repair, backup and restoration, network administration and cabling. I consider myself to have a very strong work ethic combined with a meticulous attention to detail. It is this foundation that allows me to contribute to the further success of my employer as well as the progression of my knowledge and skills.

CAREER HISTORY

Telenetwork - August 2010 - Present

Technical support representative

As a work-at-home help desk representative, I am responsible for handling network connection and email troubleshooting issues for ISP customers. While taking calls, I work to guide the caller through various steps to resolve lack of connectivity to the internet, slow speeds, frequent disconnects as well as various email setup and configuration issues. I am also responsible for dispatching tickets for field technicians to repair the customers line as well as remote assistance when necessary.

ACEO Productions Inc. - September 2009 - Present

President/Designer/IT

ACEO was formed by myself and a partner to provide a variety of media services to the people of Houston, TX with an emphasis on audio production and multimedia promotions. We also provide a large range of technical services including PC repair and troubleshooting as well as network administration and cabling. As part of my service package, I also provide technical support for my clients so I am capable of conducting telephone and remote assistance. As acting president of ACEO Productions, I have been actively engaged in executive, administrative and technical roles which further solidifies my ability to be a well-rounded and organized professional.

EDUCATION

Although my formal training is in music performance and education, I have managed to teach myself computer repair, malware removal and network administration by way of the internet with tutorial videos and online forums.

University of Houston - August 1999 - May 2004

Bachelor of Music

University of Houston - July 2006 - May 2007(pending graduation)

Music Education Certification

Operating System Support

Microsoft Windows

Mac OSX

Linux Ubuntu, Fedora, BackTrack

Software

Microsoft Office Suite, Spybot Search and Destroy, Malware Bytes Anti-Malware, Adobe Creative Suite, Ableton Live 8, Nero Suite, various other applications.

-References available upon request-

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