

# Roberto Antonio Siu Lemus

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Digital Resume. <https://siucloud.org/>

## PROFESSIONAL SKILLS SUMMARY

Seeking an IT job utilizing AWS Cloud, Azure Cloud, Linux+, Microsoft server, Project+, VMware Virtualization, MySQL Workbench, Office 365 and CISCO certifications to benefit the company and improve my skills.

## EDUCATION

**Miami Dade College:** Associate in science computer information technology (Sep 2023)

**Relevant Coursework:** Networking + Technologies, A+ Computer Essentials & Support, 365 Microsoft Office CompTIA Project+, Azure and AWS Cloud, Supporting Windows Clients and Apps, MySQL Database Concepts and Design, Linux Servers Configuration.

## CERTIFICATIONS

Enterprise Cloud Computer ( College Credit Certificate – Miami Dade College).....(Nov,2023)  
AWS Academy Graduate - AWS Academy Cloud Architecting  
[https://www.credly.com/badges/e4014412-a9cd-4532-8040-6fa42a5edede/public\\_url](https://www.credly.com/badges/e4014412-a9cd-4532-8040-6fa42a5edede/public_url) .....(Nov,2023)  
Help Desk Support Technician ( College Credit Certificate – Miami Dade College).....(Apr,2023)  
Microsoft Certified: Azure Fundamentals [https://www.credly.com/badges/1beca2cb-ffeb-426f-b4b8-4ef1c48b0b02/public\\_url](https://www.credly.com/badges/1beca2cb-ffeb-426f-b4b8-4ef1c48b0b02/public_url) ..... (Jun,2023)  
AWS Certified Cloud Practitioner [https://www.credly.com/badges/30b666a8-78af-4ffd-96b6-7575a50163b1/public\\_url](https://www.credly.com/badges/30b666a8-78af-4ffd-96b6-7575a50163b1/public_url) ..... (Mar,2022)  
AWS Academy Cloud Foundations (<https://www.credly.com/badges/9f46b4ab-aed8-4402-8bff77fef38963ba/public> .....)(Feb,2022)  
HTML certification (Programming HUB) ..... (Feb,2022)  
Learn Linux by Doing ..... (Dec,2021)  
Cisco Certified Network Associate Routing and Switching: Cisco ID CSC012168839 ..... (Jul,2016)  
Microsoft Certified Technology Specialist: Windows 7 Pro, configuring ..... (Dec,2015)  
Cisco Certified Entry Network Technician CCENT: Cisco ID CSC012168839 ..... (Nov,2013)  
Microsoft Certified Professional ..... (Apr,2012)

## WORK EXPERIENCE

### Help Desk Analyst I at Elevance Health

Sep 2022 - Present

- Handling in-bound helpdesk tickets through phone, email, and Heat ticketing system
- Experience using Genesys system to receive and make call for the end users.
- Equipment replacement, and repair or escalation of ticket(s) to the appropriate IT staff member as necessary
- Creating new hire images PCs, deploying new computers.
- Troubleshooting basic network connectivity
- Maintaining internal inventory and documentation updated
- Performing other responsibilities as required
- IT team members generally work in teams, but may take lead responsibility for major subtasks
- Basic management of mobile devices using MobileIron App
- Management of Active Directory accounts to perform password resets, software installation, printer troubleshooting, computer troubleshooting and push GPO updates.

**Customer Service Agent - Passenger Assistance Agent/ G2 Secure Staffing/ Alaska Airline** May 2022 – Oct 2022

- Providing the appropriate service and information and let passenger get a pleasant flight in Alaska Airlines
- check-in, Once the guests is on the desk, We continue through the check-in process
- Ensuring our guests have a safe and comfortable experience.
- Special Service Requests, or SSRs, provide help on the specific needs a guest may have before, during, and after their flight.
- Maintaining an accurate Customer Relationship Management (CRM) database by entering and updating client information
- Resolving customer complaints and issuing refunds as needed
  
- Meet inbound and outbound flights to provide services with wheelchairs, aisle chairs and to passengers needing special assistance.
- Possess the tact to deal with all levels of situations, client representatives, employees, and the public.
- Check equipment thoroughly before use (wheels, locks, seats, back & footrests)
- Complete appropriate documentation in a timely manner.

**Robert Half: Desktop Support contract** for Evox Technologies Corporation Oct 2021 – May 2022

- Computers Installation for a Bank offices and commercial office.
- Security cameras installation
- Install new servers and racks in the new office.
- Low Voltage cable installation.
- Read and interpreted design drawings, blueprints, and installation guides.
- Cable management for extend new Pcs on the floor.

**Amazon Prime Now: Whole Foods Shopper / FC Associate I, Direct** Jul 2019 – Oct 2022

- Work in a grocery store at Whole Foods Market Location and carefully selecting items to complete online orders using a smartphone.
- Prepare and complete package for delivery processes.
- Assist customers with products that they are looking for in-person and problem-solver scenarios such as missing and/or damaged packages (Re-pick)

**Siu Handyman Networks LLC – Owner: Networking Technician and Handyman** Feb 2014 - Dec 2020

- Installed, operated, and troubleshooted office LAN networks. Connecting firewalls security app and set up wireless devices.
- Installed and configured Windows and Linux Servers using AWS and AZURE Cloud instances and VMware vSphere, Server (Cloud and On-Demand Infrastructure configuration)
- Contributed to creating a professional and safe work environment.
- Read and interpreted design drawings, blueprints, and installation guides.
- Installs and secures cables, and mounted hardware as described in drawings and notes.
- Install and configure Security camera system, computers, and printers for customer's office.
- Share resources such as files and printers among multiple computers with security.