

Junior Bernadin

4267 South River Overlook
Ellenwood, GA
Phone: (404) 693-6815
E-mail: jfb2022@yahoo.com

OBJECTIVE

To effectively utilize and enhance my organizational leadership skills and computer expertise in order to improve information technology operations around the world.

SUMMARY OF QUALIFICATIONS

- Dedicated hard worker; strong personal initiative; ability to learn quickly, cooperate with others, and master job requirements.
- Comfortable managing several projects concurrently, independent problem solving, and group projects.

EDUCATION

Regis University

Masters of Sciences: Management of Information Technology

Denver, Colorado

May 2014

Florida State University

Bachelor of Arts: International Affairs

Tallahassee, Florida

April 2008

PROFESSIONAL EXPERIENCE

The Ron Clark Academy

Dean of Students / Director of Technology

- Works alongside the cofounders and administrative team to carry out the school's culture and climate.
- Provide proactive leadership to engage all stakeholders in the delivery of programs and services to support the students' academic achievement, positive behavior, and personal and social development.
- Management and maintenance of company IT Infrastructure including but not limited to Network Administration, Database Management, Web Development, Asset Management, and all other related technology projects.
- Development and implementation of IT policies, procedures, and training solutions.
- Serve as the primary point of contact for all technology related matters.
- Implementation of company life-cycle management system and maintenance of company storage networks.
- Serve as the Systems Administrator and Registrar of the Pearson PowerSchool Information Management System.
- Serve on the Promethean Advisory Council.

Atlanta, Georgia

June 2009 – Present

Handshake Software

Customer Support Specialist

- Provide remote support to customers in configuration and customization of the Handshake Agility Portal and Handshake Classic. These duties included but were not limited to creating new and/or customization of previously existing SQL procedures for customer's databases, customization of class definitions to include the correct database tables, troubleshooting SharePoint pages, editing of xml and asp pages to display the data correctly, assistance with backup and restore of databases, assistance with client and server configurations, installation of server side components and creation of databases.
- Other duties included conducting internal and customer classes on the installation and management of the Handshake Agility Portal.
- Installation, upgrading, and testing of Handshake Software products in development and production environments.
- Creation of support related technical writing scripts for Handshake Software Training Webinars and was instrumental in the development of Technical Support Performance Assessment.

Tallahassee, Florida

June 2008 – January 2009

Infinity Software Development

Technical Support Specialist

- Provided help desk support for over 330,000+ end-users located throughout the State of Florida Public Schools.
- Provided technical support, logged major website technical issues in MANTIS, conducted Virtual tutor evaluations, and quality assurance to the Florida Department of Education's Florida Tutor and Learning Network website.

Tallahassee, Florida

April 2008 – July 2008

C & C Internationals (Dell Service Center)

Systems Field Engineer

- Provided Computer Hardware Installation, Service and Support which included system setup, configuration for workstations, laptops, servers, and storage solutions for over 3000 computers in schools, DMV locations, and private businesses in 3 Florida counties,
- Provided hardware warranty service, support, and turn-key solutions for technology refresh projects ranging from planning and project management to software upgrade installations and hardware replacement.

Tallahassee, Florida

June 2004 – April 2005

REFERENCES ARE AVAILABLE UPON REQUEST