

Fernando Waters

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SUMMARY

IT support specialist with five years of progressively responsible experience supporting users, endpoints, networks, **Microsoft 365**, mobile devices, business applications, and courtroom technology in high service environments. Diagnoses hardware, software, account, connectivity, and device issues through documented testing, evidence gathering, research, and root cause isolation. Supports Outlook, Teams, SharePoint, OneDrive, OneNote, Windows, iOS, macOS, LAN and WAN concepts, **data communications**, cybersecurity principles, audio visual systems, **evidence presentation**, inventory lifecycle administration, and technical documentation. Translates user needs into practical solutions, coordinates implementations with technical teams, protects confidential information, and prioritizes competing assignments during frequent interruptions. CompTIA A+, Network+, and Microsoft 365 certified, with a customer focused approach that supports **reliable operations**, secure data, and dependable service.

EXPERIENCE

IT Support Specialist II

February 2024 - Present

Gulf Coast Legal Technology Services

St. Petersburg, FL

Supports approximately 240 legal and administrative users across endpoints, collaboration applications, secure connectivity, meeting rooms, and hearing room technology. Leads escalated troubleshooting, device deployment, inventory lifecycle work, documentation, and service improvements while protecting confidential information and coordinating solutions with technical specialists.

- Supported 240 **users** across endpoints, **Microsoft 365**, secure connectivity, and meeting room systems.
- Isolated **hardware**, **software**, account, application, and network faults through documented testing sequences.
- Administered Outlook, Teams, SharePoint, OneDrive, and OneNote support for legal operations.
- Deployed laptops, tablets, phones, iOS, and macOS devices with accurate lifecycle inventory records.
- Maintained hearing room **audio visual** systems through pre session checks and rapid incident response.
- Created user guides and procedures while coordinating confidential **system improvements** with technical specialists.

IT Support Specialist

October 2022 - January 2024

SunBay Professional Services

Clearwater, FL

Delivered user based support across Windows, **Microsoft 365**, printers, mobile devices, applications, connectivity, and access services. Managed technology preparation, inventory records, workflow analysis, testing, documentation, and priority based delivery while balancing multiple assignments and **frequent interruptions**.

- Resolved Windows, Microsoft 365, printer, mobile device, application, and access requests.
- Applied **LAN** and **WAN** concepts plus TCP/IP analysis to document connectivity escalation evidence.
- Prepared hardware, installed approved **software**, configured profiles, and verified **security** settings.
- Managed receiving, tagging, storage, assignment, return, and retirement records for user technology.
- Translated workflow problems into technical requirements, tested changes, and documented support procedures.
- Sequenced deployments around interruptions by weighing priority, urgency, and business impact.

Junior IT Support Technician

October 2021 - September 2022

Bayfront Business Systems

Sarasota, FL

Provided supervised technical support for approximately 120 users across workstations, applications, **peripherals**, passwords, mobile devices, and basic connectivity. Built practical troubleshooting discipline through controlled testing, device enrollment, knowledge article writing, equipment reconciliation, and complete diagnostic escalation notes.

- Supported 120 **users** with workstation, **software**, peripheral, password, and connectivity issues.
- Installed operating system updates, business applications, and drivers before validating device handoff.
- Resolved **Outlook** and collaboration issues through repeatable fixes documented in knowledge articles.
- Enrolled iOS devices and **laptops**, configured applications, and tested connectivity before deployment.
- Tracked **equipment** movement and user assignments, then reconciled discrepancies during physical checks.
- Researched unfamiliar incidents by testing one variable and recording complete diagnostic findings.

PROJECTS

Courtroom Technology Reliability Program 📅 2026

Improved readiness for hearing room audio visual and evidence presentation systems through scheduled checks, documented procedures, device validation, and rapid issue response. Reliable technology supports clear proceedings and confident users.

Microsoft 365 User Support Standardization 📅 2025

Created consistent support guidance for Outlook, Teams, SharePoint, OneDrive, and OneNote. Clear documentation helped users resolve common issues and gave technical staff a shared reference for escalations.

LEADERSHIP & AWARDS

- Recognized by service leaders for dependable support across legal users, collaboration systems, and hearing room technology.
- Selected to coordinate device deployment and inventory reconciliation efforts requiring accuracy, confidentiality, and consistent follow through.
- Earned positive user feedback for calm communication during urgent technology interruptions and time sensitive support needs.

EDUCATION

Associate of Science in Information Technology 2021
St. Petersburg College GPA: 4.0 St. Petersburg, FL
Coursework: Network administration, cybersecurity, operating systems, database fundamentals

CERTIFICATIONS

- CompTIA A+ 📅 2022
- CompTIA Network+ 📅 2023
- Microsoft 365 Certified: Fundamentals 📅 2024

TECHNICAL SKILLS

- **Microsoft 365:** Outlook, Teams, SharePoint, OneDrive, OneNote
- **Operating Systems:** Windows, iOS, macOS
- **Networking:** LAN, WAN, TCP/IP
- **Hardware Support:** Laptops, tablets, phones
- **Peripheral Support:** Printers, displays, device drivers
- **Audio Visual Systems:** Courtroom audio, video displays, evidence presentation
- **Cybersecurity:** Security settings, incident analysis, confidentiality
- **Inventory Systems:** Receiving, tagging, lifecycle tracking
- **Documentation Tools:** User guides, knowledge articles, procedures
- **Support Methods:** Root cause analysis, escalation evidence, controlled testing

SKILLS

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|-------------------|-----------------------|---------------------------|-------------------|
| • IT Support | • Cybersecurity | • Inventory Control | • Mobile Devices |
| • Troubleshooting | • Customer Service | • System Integration | • Data Integrity |
| • Microsoft 365 | • Technical Analysis | • Audio Visual Systems | • Confidentiality |
| • LAN and WAN | • Data Communications | • Technical Documentation | |

PROFESSIONAL AFFILIATIONS

- CompTIA professional community participant, sharing practical support knowledge across hardware, networking, and security topics.
- Microsoft 365 learning community participant, exchanging user support practices for Outlook, Teams, SharePoint, OneDrive, and OneNote.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST