**William Franklin**

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| **EDUCATION** | **Florida International University, Miami, FL**  Bachelor of Science, Business Management  September 2014 to May 2016  **Florida Port Community College, St. Petersburg, FL**  Associate of Science, Business Computing  September 2012 to May 2014 |
| **RELEVANT EXPERIENCE** | **IT Analyst**, Florida International University, Miami, FL  January 2014 to present  Provide local and remote desktop support across campus  Link computers via wireless router  Provide support for Windows, Macintosh, and Linux computers  Provide support for Windows Azure cloud platform  Provide support for Microsoft and Adobe Creative Suite software products  Analyze and resolve network problems  **Computer Technician** (part-time), Coast Off Road Racing, St Petersburg, FL  September 2012 to January 2014  Installed computer hardware  Installed, updated, and upgraded application software  Installed, updated, and upgraded security software  Performed all computer maintenance  Updated device drivers for computer peripherals |
| **CERTIFICATIONS** | Microsoft Certified IT Professional (MCITP)  Microsoft Certified Desktop Support Technician (MCDST)  Microsoft Office Specialist (MOS) in Word, Excel, Access, and Outlook  Apple Certified Desktop Technician (ACDT) |