

Mark Enosse

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SUMMARY

Accomplished Technical / Desktop Support Specialist with 6 years of demonstrated ability to analyze I.T. requirements and create effective technical solutions applicable to all diverse office environments. Highly proficient in utilizing technology to assist all users with their business needs, by providing personalized and comprehensive end-to-end I.T. support.

PROFESSIONAL EXPERTISE

- Excellent communication, interpersonal, organizational, and leadership skills.
 - Exceptional versatility with the ability to multi-task in pressured environments.
 - Platforms and applications include: MS DOS, Windows (NT, 2000, 2003, XP, Vista, 7), Mac OS, Microsoft Office Suite, Corel WordPerfect, Microsoft Exchange, Blackberry Professional Software, Sharepoint, and Filemaker.
 - Web Design languages and applications include: HTML, Javascript, CSS, Photoshop, Illustrator, Dreamweaver, Flash, Sound Forge, and Cool Edit.
 - Install Coaxial and Cat5e Cabling and Terminations, configure/install all network devices.
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PROFESSIONAL HISTORY

Na-Me-Res (Native Men's Residence) Toronto, ON (2003- Present)
Technical/Desktop Support

Overseeing all technical aspects of the organization, which includes: Computers, Networking, Video Surveillance, Access Control Systems, Business Communication Systems, Graphic/Web Design, and all Consumer Electronics.

Selected Accomplishments:

- Installation and maintenance of Desktop Computers, Servers (Windows 2000/03), Printers, and Network (Domain Controller, DHCP, Firewall, TCP/IP).
- Provided day-to-day support of the company Business Communication System (Phone/Voicemail System), Bluetooth Devices, Cell Phones, Projectors, and Blackberries.
- Designed, installed, configured, and administered DVR/CCTV Video Surveillance Systems.
- Configured, networked, and administered multi-function Photocopiers/Document Systems.

Self-Employed/Freelancer Toronto, ON (2003-Present)
Computer Consultant

I.T. consultant for area businesses, organizations, and individuals. Provided various technical solutions, which include: Computer Repairs, Networking (Wired/Wireless), Graphic/Web Design, and Printing Services.

Selected Accomplishments:

- Strong knowledge of tools, equipment, practices and methods of installing, cleaning, adjusting and repairing computers, network hardware, peripherals and related equipment.
- Created layout of various identity posters, flyers, brochures, business cards and websites.
- Provided one-stop design and print solution, various print and artist contacts.

EDUCATION & CERTIFICATIONS

Microsoft Certified Professional
Comptia Network+ Certification (Network Technician)
Comptia A+ Certification (PC Technician)
Network Engineering Diploma Program at HiTech Institute
Self-Distant Learning – Graphic and Web Design
Electronics Certificate – Centennial College
Exploring Urban Aboriginal Issues – Toronto Hostels Training Centre Certificate
Standard First Aid and C.P.R. Certification
W.H.M.I.S. (Workplace Hazardous Materials Information System) Certification
Valid “G” Ontario Drivers License with Clean Abstract
Ontario High School Diploma

REFERENCES - Available Upon Request