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# Fernando Nolasco

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An emerging IT professional pursuing an IT Support Technician role, with a strong foundation in customer service, troubleshooting and problem resolution. Motivated to learn quickly, support end users effectively, and grow within an IT team.

## SKILLS

- Mobile device repair & diagnostics (iOS / Android)
- Hardware & software troubleshooting
- End-user technical support
- Customer service & communication
- Team collaboration
- Problem-solving
- Ability to learn new technologies quickly
- Bilingual: English & Spanish (Fluent)

## EXPERIENCE

### **Asurion** – *Floating Retail Specialist – Sales, Repair & Tech*

AUGUST 2023 – AUGUST 2024

- Fixing iPhones & Samsung phones
- Customer support through chat
- Troubleshooting problems customers are facing at home and in store
- Selling a service while helping customers through chat
- Using Teams, VPN's, calibration softwares, etc.
- Covering ATT stores in the DMV wherever and whenever I was needed

### **Robert Half, Enoch Pratt Free Library** – *Mobile Device Support Analyst*

APRIL 2023 – JULY 2023 (Contracted Job)

- Preserved & inspected computers and hotspots

- Fulfilling orders placed on chromebooks/hotspots
- Managing inventory on devices
- Have to be very detail-oriented and trustworthy
- Strong time management capability

### **Whole Foods Market, Mt. Washington** – *Customer Service Associate*

MAY 2019 – SEPTEMBER 2023, JANUARY 2025 – JANUARY 2026

- Performing inventory walks and reported needed items to ensure ordering and correct accounts
- Communicating in-person and via phone with customers related to questions and ordering needs
- Perform printing and wrapping of inventory to get ready for placement on the sales floor
- Ability to work on several tasks at once while still helping others and meeting my deadlines
- Team player, able to work with minimal supervision

## **EDUCATION**

### **Franklin High School, Reisterstown** – *High School Diploma*

SEPTEMBER 2015 – JUNE 2019

### **Community College of Baltimore County, Owings Mills** – *Cyber Security Credits*

JANUARY 2021 – APRIL 2021

## **CERTIFICATIONS**

### **Coursera** – *Cybersecurity for Everyone*

OCTOBER 2022

### **WISE** – *Level 1 & 2*

AUGUST 2023

### **Coursera** – *Google IT Support Certificate*

JUNE 2025

### **CompTIA** – *Security+*

IN PROGRESS (FEBRUARY 2026)