

3 Doe Meadow Ct.

Owings Mills, MD 21117

(410) 818-7636

[Fernando@FernandoNolasco.Tech](mailto:Fernando@FernandoNolasco.Tech)

<https://fernandonolasco.tech>

<https://www.linkedin.com/in/FJN0>

# 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)