

## ANTHONY "TONY" CANO

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### Professional Summary

I'm a United States Marine who served from January 2012 to April 2017. Before leaving the Marine Corps, I was certified in CompTIA Network +. After completing my contract with the Marine Corps, hired by Apex Systems to perform the role of Desktop technician, tasked to perform PC refreshes, and assisted with transition issues for users in Naval Bases. After a while, I transitioned with Plexos Group as an on-site IT support in a call center environment for a client. Moved into a Help Desk role for Carrier Enterprise, assisting with users' account management, Office 365 management, and assisting and completing various projects. Finally, performing role as an On-site Technical Support for LeapFrog Services, provided desktop support for a client. I have completed an Information Security Analyst course with ACI Learning.

### Skills/Certifications

CompTIA Network +

Fortinet NSE 1 - 3

Critical/Abstract Thinking

MS Office

Communication

Time Management

Technical Writing

Data Analysis

Troubleshooting

Python

HTML/CSS/Javascript

### Employment History

- Leapfrog Services (July. 26, 2018 > Current) On-Site Technical Support
  - Setup and install workstations and peripherals.
  - Maintaining Active Directory, End-Point Security systems (Sentinel One/Kaspersky), CMMS/BMS, VDI environment using VMware and Kaseya Asset management and remote support.
  - Enter commands and observe system functioning to verify correct operations and detect errors, via Kaseya.
  - Becoming a Subject Matter Expert (SME) and managing a client's Mitel Phone system and FaxLogic Fax System.
  - Ensuring issues are resolved in a timely manner and contacting necessary agencies to resolve issues.
  - Providing desk side support and ticket resolution in a quick and professional manner.
  - Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
  - Collaborate with others to resolve information technology issues.
- Robert Half Recruiting (Jun. 8, 2018 > Jul. 25, 2018) Help Desk Specialist
- Plexos Group Inc. (Feb. 8, 2018 > Apr. 25, 2018) IT Support Specialist
- Apex Systems Inc. (May 29, 2017 > Feb. 8, 2018) Desktop Technician
- United States Marine Corps (Jan. 23, 2012 > Jun. 22, 2017) Aviation Communication Systems Technician

### Education

- USMC Basic Electronics School
- ACI Learning, Information Security Analyst - 20230106
- Valencia College, 43 hours towards an Electrical Engineering/Computer Programming