Cell: (561)859-9297

[LinkedIn](https://www.linkedin.com/in/johnny-santos-6a0177108)

https://www.certificationlogobuilder.com/images/certtracks/MCP.gif

**PROFESSIONAL EXPERIENCE:**

Sisco, West Palm Beach, Oct. 2013 to present

Technical support / QA tester

* + Project Leadership
  + Strategic planning per environment
  + Satisfaction Client Relations
  + Support clients with hardware and software issues
  + Document all issues in a software called “Heat”
  + Test devices and software daily for Quality Assurance
  + Travel around the world to perform installs and Preventive Maintenance
  + Pre-state all installs before deployment
  + Design custom system layout per client
  + Train client to acquire understanding of their new software.
  + Perform testing on new software and new devices
  + Designed detailed guides for new software/ devices
  + Provided step by step bug finding report

**EDUCATION/CERTIFICATIONS:**

MCP (Microsoft Certified Professional) # 5509169 May 2007

Lincoln College of Technology West Palm Beach, FL 2006 to 2010

Self-training on Python, HTML, 3D printers and AutoCAD inventor 2015 - present