

John Bergsen

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PROFILE

A Computer Consultant with eight years of professional experience specializing in network administration, software configuration, and technology integrations. A strong history of executing technology integration projects and delivering video conferencing solutions to universities.

PROFESSIONAL EXPERIENCE

Computer Consultant

University of Florida, Gainesville, FL | October 2018 – Present

- Provide IT consulting services and end-user support to an academic institution with over 25K active students and 3K internal staff, ensure alignment with client objectives, and complete a \$500K deployment two months ahead of schedule
- Manage the delivery of video conferencing and VOIP solutions based on university business requirements and provide training to over 500+ faculty members
- Improve user satisfaction scores on university surveys by 20%

Computer Consultant

Advanced Technology Consulting, Miami, FL | June 2014 – October 2018

- Coordinate with technical consultants and the school district IT department to integrate 7K+ laptops, PCs, and tablets across three campuses
- Troubleshoot tier I and tier II technical issues related to network access, hardware configuration, software issues, and equipment failures

EDUCATION

Bachelor of Science (B.S.) Information Technology

Miami Dade College, Miami, FL
September 2010 - May 2014

KEY SKILLS

- Technology Consulting
- Hardware Deployment
- End User Support
- Troubleshooting
- Software Configuration

CERTIFICATIONS

- CompTIA A+, 2014
- Microsoft Certified Professional, 2014