






MIGUEL PENA

PROJECT ASSISTANT

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 www.motre.co

RELEVANT SKILLS

- Quality Customer Service
- Fluency in English
- Data Collection , Analysis & Management

INTERNSHIPS

Engineered Design Services, 2019

Palm Beach State College, 2017

WORK EXPERIENCE



Project Assistant

Motre Co.

03/2021 to Present

- Coordinated with the team leader in the organization of the community outreach effort.
- Performed duties that include documenting issues and resolutions for trouble tickets as well as analyzing and resolving computer related issues for individuals.
- Assisted with data collection and management for community program analysis and development.



Help Desk Engineer

Bluestream Corp

03/2019 to 03/2021

- Performed computer hardware and software setup for users and events via remote software and on-site.
- Responsible for documentation, resolutions, and closure for trouble tickets.
- Provided networking/desktop support and performed system analysis resolving related issues.

EDUCATION HISTORY



Bachelor of Science in Management Information Systems

Institution: Florida Atlantic University, FL USA

Year of Graduation: 2022



Associate of Arts in General Studies

Institution: Palm Beach State College, FL USA

Year of Graduation: 2017

CERTIFICATIONS



Certified in Cybersecurity (CC)

Institution: (ISC)²

IN PROGRESS