

Samuel Liberatore

12016 Pepperdine Pl
Orlando, Florida 32826
(321) 458-5778
samlib@seminolestate.edu

» Objective

To obtain a database specialist position in the Central Florida area, ideally at a higher education institution where my excellent software, hardware, and database support skills may be fully utilized to maximize end user satisfaction

» Education

Seminole State College Of Florida, Sanford, FL

Bachelor of Science, Information Systems Technology 2015-
Present

University Of Central Florida, Orlando, FL

Bachelor of Science Social Sciences, 2012

» Skills

- Planning, organization, and project management
- Familiar with career center services and events
- Familiar with state and federal regulations related to post-secondary education
- Technical expertise with People Soft, Windows, and Microsoft Office suite
- Team focused with advanced critical thinking skills
- Advanced phone and interpersonal communication skills
- Ability to manage relational databases and ensure data integrity
- Ability to troubleshoot workstations, and other peripherals
- Proficient with database management software and SQL

» Work Experience

Seminole State College Career Development Center, Sanford, FL

Work Study, June 2016-Present

- Analyze system and program requirements. Solved problems with programs.
- Manage relation database tracking students, employers, and career events
- Perform database uploads, identify errors and initiate problem resolution
- Identify problems, spotted uncovered corner-cases and detect bottlenecks

- Create contact lists, spreadsheets, management dashboards, and queries
- Evaluate, organize, and edit data as needed including multiple records
- Meet with students both individually and through orientations
- Communicate with external partners regarding Grad Leaders Content Management System for Career Development Centers.
- Maintain technical expertise with PeopleSoft, Windows, Microsoft Office, and CSO

Central Florida Regional Hospital, Sanford, FL

IT Analyst-Intern, August 2016-January 2017

- Maintained network infrastructure such as switches and routers, and diagnoses problems with these or with the behavior of network-attached computers
- Performed routine audit of systems and software
- Performed routine maintenance and upkeep, such as changing backup tapes or replacing failed drives in a redundant array of independent disks (RAID)
- Configured added, and deleted file systems
- Installed and configuring new hardware and software

SunTrust Banks, Orlando, FL

Technical Support Representative 2015-2016

- Provided quality support to users by responding to end user inquiries and resolving problems associated with telecommunications networks, computer hardware, software and core banking business applications.
- Isolated problem sources and worked with treasury management partners and vendors regarding system operations
- Provided support for online banking and mobile applications via telephone and email
- Followed up with users to ensure first contact problem resolution
- Maintained compliance with banking and non-banking regulations

US Bank, Portland, Oregon

Sales Account Manager, 2012-2015

- Effectively responded to escalated customer resolution issues
- Analyzed Internet based sales lead , and created sales opportunities
- Input consumer credit applications
- Used Sales Force cloud platform to increase sales and create lifelong customers
- Maintained product knowledge of bank products, services, policies and procedures
- Maximized the depth and profitability of customer's relationship by building deeper relationships

UCF Center for Autism and Related Disabilities, Orlando, FL

Student Assistant, 2009-2011

- Input client information in to student information system
- Recommended and referred university services
- Prioritized and organized tasks promptly
- Assisted office personnel with clerical duties

» **Activities**

Association of Information Technology Professionals

Individual Student Member

Network & Internet Technology Association of Seminole State College Member

National Association of Programmers Member

Orlando Tech Association Member