

Patrick Domingues

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Goal oriented IT professional with a passionate and striving mentality for new IT opportunities and IT careers that will enhance professional success. Proven track record of success with both technical and business development roles while maintaining compliance and meaningful use within a team mentality and deadline driven projects.

“Knowledge is Power” Always pushing myself to learn new technologies and acquiring new certifications.

Work Experience:

IT Manager – TeamLogicIT

August 7th 2017 – Current

Location: Duval County, Florida

Provides senior level customer support services to users and organizations. Serves as consultant while using ITIL to provide evaluations of customer service effectiveness, recommends strategic and operational changes for best client solutions, practices and operations to meet the organization's goals and reduce costs while understanding of the capabilities and constraints of technology and resource implications in terms of budgets. Responsible for planning, designing, and carrying out projects and analyses of the organization's requirements; coordinating, facilitating, or participating on project teams, as a peer, with experts both within and outside the organization. Performs special project management and informational briefings as required that effect customer support disciplines. Provides advice and training related to hardware and software operations to employees and customers.

Lead IT Specialist – TeamLogicIT

January 2016 - August 7th 2017

Location: Duval County, Florida

Provides senior level customer support services to users and organizations. Serves as consultant in specialty areas that concern a variety of functional operations and provides technical assistance, advice and training related to hardware and software operation to employees and customers. Responsible for project management planning, designing, and carrying out projects and analyses of the organization's requirements; coordinating, facilitating, or participating on project teams, as a peer, with experts both within and outside the organization.

-----Certifications:-----



Team Lead HDR– Antisyn

CEO: Philipp – Phone #: (904) 337-4951 - Year: 2013-2016

Location: Duval County, Florida

Motivating the team to achieve high standards and goals. Implements technical assistance and support in all areas of servers, workstations, hardware and software. Responds to client IT issues by determining diagnostic tests and implementation so that issues can be resolved in a timely and efficient manner. ([Click To View Recommendation Letter](#))

IT Support – TeamLogicIT

CEO: Long Hoang – Phone #: 407-330-0811 – Year: 2011-2013

Location: Orange County, Florida

Job Duties at this TLIT Location was: Diagnosing computer hardware and software issues for clients by determining the nature of their technical dilemmas and patiently assisted them until resolution. Physically did location based upgrades and installation on all computer software, networks, and all integrated systems to ensure accuracy and compatibility and performance, including any other updates and maintenance.

([Click To View Recommendation Letter](#))

IT Support – TeamLogicIT

CEO: Lance Hoskins – Phone #: 386-931-5270 – Year: 2010-2011

Location: Flagler County, Florida

“Patrick Domingues has been our inside technician; as such, Patrick has learned to utilize SystemWatch IT (Kaseya) to manage our current 18 clients 167 workstations, 8 Servers and to maintain them at a 90% + Health rating. Patrick also: manages AutoTask our ticketing system providing initial help desk tech service, takes all incoming calls for the office, fixes dropped off computers, creates SystemWatch IT Assessment Reports and when needed handles on-site repairs, he is responsible for making verification and qualification sales calls establishing a first line of customer contact.”

([Click To View Recommendation Letter](#))

IT Technician – J&R Computers

CEO: Ron Curtis – Phone #: 1-386-672-4941 – Year: 2008-2010

Location: Volusia County, Florida.

This BreakFix company was one of the starting points of my advancement in troubleshooting processes, learn how to go about troubleshooting and supporting the following.

- Spyware, malware, virus removal.
- Network / Server Administration.
- Repair Hardware issues with PC's or Servers.
- Answers various questions from clients.
- Help Desk Support Via phone.
- Supply onsite customer tech support.
- Type step by step logged invoices for clients.

-----Technical Skills: -----

Client & IT Management

AutoTask (Ticketing Software)



ConnectWise (Ticketing Software)



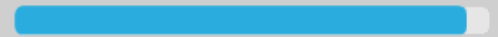
Kaseya (IT Management Software)



LabTech (IT Management Software)

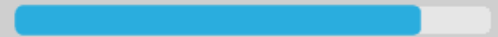


Comodo One (IT Management Software)



Medical Software Skills

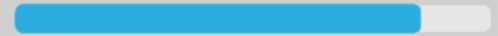
Allscripts EHR



Allscripts PM



Practice Velocity EMR



Practice Velocity PM



Software Skills

Microsoft Hyper-V



VMware



Microsoft SQL Server



Microsoft Azure



Microsoft Office 365



Microsoft AD



Adobe Suite



QuickBooks Suite



Datto Backup



Acronis Backup



Intronis Backup



Barracuda Backup





My Education:

Bachelor's Degree – Counseling

Florida Christian University, Orlando, Florida. – Year: 2006-2009
Decided to study this to have a better handle on the psychology of people.

AS Degree – Computer Administration

Daytona State College, Palm Coast, Florida. – Year: 2005-2006
This was part of dual enrollment so some college coursework was completed.

High School – FPCHS

Flagler Palm Coast High School, Palm Coast, Florida – Year: 2002-2006
While attending FPCHS for 3 years I gave History and Estuary Tours of a 1200 acre park called “The Princes Place Preserve.”

Certifications

CompTIA Server+ : CompTIA Healthcare IT : HIPAA Certified Security Expert : HIPAA Certified Privacy Associate : ITIL Foundation : Lean SixSigma – Green Belt : VMware Certified Associate Data Center Virtualization : MTA Windows Server Administration : Sophos Fundamentals Engineer : Many More

Global Knowledge

Special Training
Completed coursework for Cisco Small Business Solutions for Engineers 4.0 and acquired the certification.

Non-Related Skills

During High School - Achieved an Estuary Tour Guide Certification.

During Florida Christian University – Achieved a Domestic Violence Counseling Certification.

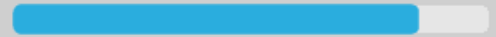
Member of Toast Master Palm Coast, FL.

Operating System Skills

Windows Server 2016



Windows Server 2012



Windows Server 2008



Windows OS for workstations



VMware Suite

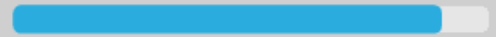


Linux Distros



Hardware Skills

Sonicwall Firewalls



Cisco Firewalls



Sophos Firewalls



Unifi / Netgear / Dell / Cisco Switches



Dell / HP / Other – WS & SRV



Dell / HP / Xerox / Other – Printers



Programming Skills

Html/CSS



Languages

English



Portuguese

