

WORK EXPERIENCE

Charles River Laboratories, Shrewsbury, MA

IT Specialist II

May 2019 – Present

- Traveled to the United Kingdom and the Netherlands for global project work.
- Coordinated with facilities in setting up workstations and Internet access.
- Set up and managed company devices from new hires to executive level.
- Demonstrated expertise in producing podcast series for the company.
- Worked with various biologics vendors in setting up lab instruments.
- Participated in daily troubleshooting meetings with global IT staff.
- Assisted directors in presentations for site staff on a regular basis.
- Collaborated with the artistic department in creating animations.
- Performed maintenance on company servers after hours.

AVATAR Computing, Inc. Worcester, MA

IT Technician I

April 2018 – May 2019

- Coordinated with management clients to roll out patches & software on site and remotely.
- Responded to, researched and resolved on-site end user software and hardware failure.
- Created and maintained SOP's and various documents for management and end users.
- Performed hardware upgrades and replacements for client workstations and servers.

Carroll Enterprises, Worcester, MA

IT Operations Help Desk Technician

December 2016 – February 2018

- Performed MAC Requests in Active Directory and provided workstations for new hires.
- Assisted, resolved and documented user software, hardware and network failures.
- Maintained and replaced hardware replacement for end-users.

PROFESSIONAL DEVELOPMENT

- **Learning First Charter Public School**

September 2015 – September 2021

Vice Chairman of Board of Trustees

Elected June 2018

- **Worcester Technical High School**

May 2017 – Present

Advisory Board Member

- **Becker College**

June 2017 - June 2021

Vice President of Alumni Association Board of Directors

Elected January 2019

TECHNICAL SKILLS

Microsoft 365, Adobe Cloud, Active Directory, AirWatch MDM, VPN, Manage Engine, Remote Desktop, Virtual Machines, Command Line, Webroot, Acronis Imaging, PXE Boot Imaging, Windows 7/8/10, Windows 2008/2011/ 2012 Server, Server Assembly, Mac OS, Linux OS,

Details and positions can be found on my LinkedIn profile: <http://www.linkedin.com/in/edcabello>

EDUCATION

- **Becker College**, Worcester, MA May 2015
Bachelor of Arts in Interactive Media Design, Concentration in Game Design.

- **Worcester Technical High School**, Worcester, MA May 2011
Diploma, Certificate of Knowledge in use of 3DS Max and Auto CAD.