

# Richard Carpino

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## PROFESSIONAL SUMMARY

Detail-oriented IT professional with military and civilian experience in technical troubleshooting, end-user support, customer service, and training. CompTIA A+, Network+, Security+, ITIL, and Google Cybersecurity certified, with a B.S. in Information Technology and a 4.0 GPA. Proven ability to resolve device issues, support mobile and office hardware, train users, and adapt quickly in fast-paced environments. Seeking an entry-level IT Support, Help Desk, or Desktop Support role.

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## TECHNICAL SKILLS

**IT Support:** Help desk support, desktop support, end-user support, troubleshooting, issue resolution, root cause analysis

**Hardware:** PC hardware, printers, copiers, mobile devices, Android tablets, peripherals, device maintenance

**Software:** Windows, Android OS, Microsoft Office, system maintenance, software troubleshooting

**Networking/Security:** Network fundamentals, cybersecurity principles, connectivity troubleshooting, system security

**Service Management:** ITIL concepts, incident handling, documentation, user training, customer support

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## CERTIFICATIONS

CompTIA A+ • CompTIA Network+ • CompTIA Security+ • ITIL • Google Cybersecurity Professional Certificate

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## PROFESSIONAL EXPERIENCE

### R and L Carriers

June 2021 – Present

Customer Service / Delivery Driver (Customer Support & Operations)

- Deliver exceptional customer service by resolving delivery-related issues and ensuring on-time service in a fast-paced environment.
- Coordinate with sales and operations teams to communicate accurate customer and route information, improving service efficiency.
- Apply problem-solving and route optimization to manage time-sensitive logistics, demonstrating analytical thinking transferable to IT support.
- Maintain accurate records and communicate service updates clearly, supporting accountability and operational accuracy.

### Central Freight Lines Inc.

May 2013 – June 2021

Customer Service / Driver Trainer (Technical Support & Training)

- Trained new employees on CDL Class A requirements, company procedures, and operational systems, achieving a 98% pass rate.
- Provided technical troubleshooting and basic support for Android OS tablets, diagnosing user issues and assisting with device functionality.
- Performed routine maintenance and troubleshooting on printers and copiers, helping reduce downtime and support office productivity.
- Resolved customer concerns using active listening, problem-solving, and clear communication transferable to help desk roles.

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## EDUCATION

Columbia Southern University – Orange Beach, AL

Bachelor of Science in Information Technology | February 2023 – June 2025

GPA: 4.0 | Relevant Coursework: Network Security, Systems Administration, IT Project Management

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## MILITARY SERVICE

### United States Navy

Petty Officer Third Class / Aviation Mechanic | June 2000 – June 2004

- Performed maintenance, diagnostics, and troubleshooting in a mission-critical aviation environment requiring precision and strict procedural compliance.
- Supported operational readiness by executing inspections, repairs, and preventive maintenance on complex aircraft systems.
- Participated in the fleet-wide transition from F/A-18 C/D to F/A-18 E/F platforms, adapting to updated systems, maintenance procedures, and technical requirements.
- Completed training on new maintenance standards, technical documentation, and revised troubleshooting procedures tied to the F/A-18 E/F transition.