

JOSEPH URIBE

IT Specialist - Networking

📞 941-787-4313

✉ josephuribe66796@icloud.com

📍 Tampa Bay, FL

ABOUT ME

CompTIA A+ certified IT professional with hands-on experience in technical support, hardware and software troubleshooting, and customer-facing IT environments. Strong foundation in networking fundamentals, TCP/IP, and system operations. Skilled in diagnosing issues, supporting end users, and resolving problems efficiently in fast-paced settings. Actively pursuing Network+ and CCNA certifications to advance in IT support and networking roles.

EDUCATION

Hillsborough Community College | 2028

Information Technology AA

60-credit Associate of Arts program focused on databases, networking, programming fundamentals, and web systems. Coursework includes computer systems, database management, programming logic, Python, object-oriented programming, discrete math, statistics, and technical communication. Designed to prepare students for transfer to a four-year degree in IT-related fields.

Manatee School for The Arts | 2021

High School Diploma | Palmetto, FL

WORK EXPERIENCE

Red Cap Plumbing, Air & Electric – Tampa, FL | 2025 - Present

Help Desk Representative

Provide customer support via phone, email, and internal systems while coordinating service requests and technician scheduling.

Use CRM and ticketing tools to document issues, update work orders, and track resolutions.

Apple – Sarasota, FL | 2023 - 2025

Apple Retail Specialist

Troubleshoot macOS, iOS, and Apple hardware issues.

Provide Tier 1-2 technical support, diagnostics, and guided resolutions.

Deliver customer-focused technical support in a fast-paced retail environment.

SKILLS & CERTIFICATIONS

- CompTIA A+
- Microsoft 365
- Spanish
- Linux (Ubuntu, Debian)
- Basic networking (switches, routers, cabling)
- Hardware troubleshooting and diagnostics
- Documentation and workflow tracking