

Anthony Abe McNeil

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anthony.abe.mcneil@gmail.com

Resume Profile Page

Anthony Abe McNeil is a very ambitious goal orientated Entry Level IT career professional. Anthony is an experienced desktop technician with a background in customer support. He is knowledgeable in all aspects of desktop installation, support and maintenance. Anthony also has had leadership roles in training service desk resources in resolving various application issues

Some of Anthony's experience are responding to systems, applications, hardware and other client issues; configure, install and update desktops, laptops and peripherals based on client service request; communicates effectively with clients and other team members; team player; set up users and requirements for remote access; assist in data center server backup; monitor, resolve and document all actions and solutions within service desk tickets; built, configure, manage own website.

Anthony is a United States Veteran who bravely and proudly served in support of Operation Iraqi Freedom, Iraq; 9/11; and Korea as an Tier One Technical Support Specialist and Human Resource Administrator.

Anthony graduated from Trident University International with a Bachelor of Science in Business Administration, concentration Information Technology Management with honors (Magna Cum Laude), March 31, 2012. He is currently working towards his A+, Network+, Security+ and Certified Ethical Hacker (CEH) certifications.

Anthony is currently pursuing a career in IT Desktop Technician, and related fields.

Career Summary

Anthony Abe McNeil is an experienced desktop technician with a background in customer support. He is knowledgeable in all aspects of desktop installation, support and maintenance, and in leadership roles in training service desk resources in resolving various application issues.

Anthony's overall professional goal and objective is to become a Network Administrator who proficiently manages both the physical and virtual aspects of a computer network of a business or organization; managing the access to different drives on a server, providing employees with their own secure drive that they use instead of storing data on the drive of their individual computers, housing shared drives that I will maintain, where files may be stored that need to be accessed by multiple employees; establish email addresses for each employee.

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In addition, work with webmasters to manage company internets, as well as intranets, where company information may be stored that is not open to the public, such as handbooks, newsletters, common forms, or a company directory; back up company files on a scheduled basis and troubleshoot malfunctions and monitor the system's firewall.

Skills Summary

Two+ years technical support/troubleshooting or Helpdesk experience within the computer industry

Strong organizational and time management skills; handling multiple customer issues simultaneously

Customer service focused, previous customer service experience preferred

Computer, Network, and Software strong knowledge

Solid understanding of computer technology and networking

Working knowledge of networking protocols (TCP/IP), networking infrastructure and FTP technologies

Working knowledge of all Microsoft Windows operating systems and server platforms

Proven technical aptitude, proven customer service aptitude

Professional written & oral communication skills

High level of personal initiative and professionalism

Windows 95- Recent Version

Operation Systems Windows - All versions of windows, (Windows NT, Windows Pro, Windows Vista, Windows 7,

Mac OS X, Unix/Linux, Microsoft Command Line

Microsoft Office Certificate

Extensive working knowledge of MS Windows XP/7 and Server 2008 and MS Office 2003/2010

Knowledge of virtualization technologies including Citrix and VMware

Basic intermediate knowledge of network and telecom infrastructure

Basic intermediate knowledge of server infrastructure

Experience with desktop and server deployment

Basic intermediate knowledge of MCITP