

#6 Boundary street, Arouca

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## ADRIAN SOLOMON

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### PROFESSIONAL SUMMARY

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

### SKILLS

- Technical training
- Diagnostic procedures
- End user support
- Hardware troubleshooting
- Microsoft Office
- Computer skills
- Flexible & Adaptable
- Installation and repairs

### WORK EXPERIENCE

**SYSTEM TECHNICIAN** | 03/2016 to Current

Home Construction Limited | Level 5 Long circular mall, Long circular road, St.james

- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Configured hardware, devices and software to set up work stations for employees.
- Processed support requests weekly for technical assistance on wide range of issues.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Collaborated with vendors to locate replacement components and resolve advanced problems.

- Installed, modified and repaired software and hardware to resolve technical issues.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Monitored systems in operation and input commands to troubleshoot areas.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.

## **SECURITY OFFICER / CCTV TECHNICIAN**| 03/2016 to 08/2018

Home Construction Limited / SafeGuard Services| Trincity Central Rd

- Gathered information, identified and implemented resolution, planned follow-up and logged and filed incident report to successfully manage complaints.
- Oversaw daily monitoring and patrolled buildings, grounds, and work sites.
- Executed security rules and procedures and calmly and promptly escorted noncompliant individuals out of building.
- Provided detailed reports of infractions and criminal acts to law enforcement for trial or hearing procedures.
- Monitored central alarm systems for fire, intrusion and duress alarms and responded to emergencies weekly.
- Repaired access control, CCTV, electronic devices and electromechanical devices to maintain electronic security systems.
- Performed routine maintenance on security equipment by cleaning monitors and adjusting cameras for proper focus and depth of field.
- Operated power drills, wire strippers, pliers and wire connectors to properly install and repair electronic equipment.
- Performed computer program entry to add closed-circuit television cameras, access control devices and intrusion alarm systems.

## **EDUCATION**

**School of Practical Accounting** | 2021

- IT Systems Engineer

**SBCS Global Learning Institute** | 2019

- MCSA Certification

**CTS College** | 2017

- Electrical

**Five Rivers Secondary School** | 2010 - 2015

- Mathematics
- English
- Information Technology
- Physics
- Technical Drawing
- Wood working