CHAM N. CHEK

9723 NE 106th Street | Vancouver, Washington 98662 | (503) 381-0238
cambocham@yahoo.com | www.linkedin.com/in/chamchek/

SUMMARY

An accomplished and dedicated IT professional with comprehensive technical expertise in network support, data translations, infrastructure design, IT security, customer service, configurations, implementations, troubleshooting, and end-user support. Proven aptitude in working closely with cross-functional teams, communicating with all levels of management and clients, and strengthening processes to improve operational performance. A reliable and talented producer with the ability to work closely with end-users and key stakeholders, ensuring company productivity and maximum efficiency.

TECHNICAL SKILLS

Cisco, Juniper, ADTRAN, Microsoft Office Suite, MPLS Network, Windows Server 2008 & 2012, SD-WAN Network, Fortinet

EXPERIENCE

WINDSTREAM COMMUNICATIONS, Vancouver, Washington
Specialist II, Translations, 2015-2020

- Supported day-to-day tasks of business, internal management networks, and corporate network.
- Administered prebuild of customer network connections and configured CPE to ship to customer sites.
- Developed and evaluated processes to ensure effectiveness of IP design deployment.
- Aided others with technical questions/resolutions.
- Coordinated own responsibilities with those of other team members to resolve issue tickets.
- Assessed problems, researched alternatives, and pursued acceptable solutions.
- Oversaw work queues and maintained escalation orders.

FEDEX EXPRESS, Portland, Oregon
Courier/Swing Driver/DOT, 2004-2012

- Provided efficient and safe delivery and pickup of packages in professional manner.
- Accomplished accurate and timely selection and inspection of assigned packages.
- Operated company vehicles safely and efficiently, complying with all procedures.
- Answered customer questions on FedEx services features and kept customers informed.
- Sought additional business from current customers and attempted to gain new business.
- Determined legality of packages, including special requirements for dangerous goods.

EDUCATION

CLARK COLLEGE, Vancouver, Washington, **Associate's Degree in Applied Technologies,** 2014

CERTIFICATIONS

Microsoft Certified Professional, 2014
Microsoft Technology Associate, Network Fundamentals, 2014
Microsoft Technology Associate, Windows Server Fundamentals, 2014