

# DOMINIQUE BELL

219 E Center St. Pomona, CA 91767

909-695-3623 cell - Email: [authorNYSE@hotmail.com](mailto:authorNYSE@hotmail.com) / [authorNYSE@gmail.com](mailto:authorNYSE@gmail.com)

## SUMMARY

Dedicated Data Center Technician / I.T. Support professional currently providing technical support in a 450+ user environment. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve, and document user help requests for desktop, laptop, mobile, network, and peripheral problems.

## PROFESSIONAL EXPERIENCE

**Desktop Support Specialist II** NSC Global  
*Irwindale, CA*

July 2018 – Present

- Utilize internal ticket tracking systems to resolve tickets from internal and external requests.
- Perform Lenovo PC / Laptop hardware troubleshooting and repair, telephone switches and related hardware, Cisco routers, switches, and hubs, MS Office 365, Ricoh laser printer troubleshooting and repair, Cat5 cable troubleshooting, Wyse Terminals, TCP/IP protocol, troubleshooting/repair, Active Directory administration, AV maintenance and administration.

**Data Center Technician** Zayo Group  
*Irvine, CA*

June 2015 – July 2018

- Utilize internal ticket tracking systems to resolve tickets from internal and external requests. Monitor all production networks, servers, applications, and services and respond to alerts according to standard processes.
- Track and manage incident tickets fully to ensure proper operational metrics are captured and maintained.
- Collaborate with various technology teams for issues resolution. Communicate with IT stakeholders on the statuses of issues.
- Respond to escalations from Customer Service (Tier 1 & 2) or Partner NOCs. Create and maintain knowledge base articles, policies, and procedures.
- Execute documented run books as documented for diagnosis and remediation of issues. Fully document and communicate shift-turnover reports. Staff the 24x7 Network Operations Center.

**Jr. Field Technician** Manheim Southern California  
*Fontana, CA*

February 2007 – October 2014

- Audited and managed AS400 user access. Configured sale-day computer machines for internet simulcast.
- Manage cellphone deployment. PC hardware troubleshooting and repair, telephone switches and related hardware, Cisco routers, switches, and hubs, MS Office 2010, Lexmark laser printer troubleshooting and repair, Cat5 cable troubleshooting, Wyse Terminals, TCP/IP protocol, Printek Dot-Matrix printer troubleshooting/repair, Active Directory administration.

**Charter Software Support Specialist** Private Biz, Inc. / RMSA  
*Riverside, CA*

September 2005 – September 2006

- Establish contact with clients via telephone to correct Point of Sale software errors. Instructed clients with installing, reinstalling software.
  - Tracked resolved and pending issue information into mass client database.
-

# DOMINIQUE BELL

219 E Center St. Pomona, CA 91767

909-695-3623 cell - Email: [authorNYSE@hotmail.com](mailto:authorNYSE@hotmail.com) / [authorNYSE@gmail.com](mailto:authorNYSE@gmail.com)

## SKILLS

- Technical Troubleshooting
- System Upgrades & Optimization
- End User Training
- Security, Backup & Recovery Solutions
- Technical & User Documentation
- Virus Detection, Removal & Prevention
- IT Infrastructure & Performance Tuning
- Relationship Management

Platforms: Windows

Networking: LANs / WANs / SANs, TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Remote desktop services, Switches and infrastructure, Cisco Routers & Switches

Hardware: Tablets, Desktops, Laptops, Printers, Scanners, Projectors

Applications: C-CURE 9000, Forseer

## EDUCATION

United Education Institute – Network Technology  
Ontario, CA

---