

Prince Hasher Mangondato

6320 SW Valley Cir, Beaverton, OR 97008

pmangondato@gmail.com

503.784.3562

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Entry-Level IT support specialist experienced in troubleshooting Microsoft Windows operating system, including Microsoft Office suite, and other computer applications. Strong documentation, organization and troubleshooting skills. Effective at communicating with customers, end users and executive level.

EDUCATION:

Portland Community College

Associate in Computer Information System in Network Administration

Portland, OR

2018 – 2020

- Cumulative GPA: 4.0/4.0
- Cyber Security Certification
- Network administrator: Linux and Microsoft Server Certifications

CERTIFICATION:

TestOut Pc Pro Certification – Certificate ID: C3KU5 Candidate ID: U2MTF Date 3/16/2019

Cyber Security Fundamentals Certification

Network Administrator: Linux Server Certification

Network Administrator: Microsoft Server Certification

TECHNICAL SKILLS:

- Hardware – Maintenance, Peripherals, Troubleshooting, Network furniture, Drivers, Assembly
- Software – Installation and Configuration, Microsoft Office, Active Directory
- Networks – Servers, Routers, Switches, Access Points, Firewall, Basic configurations, LAN and WLAN technologies
- Programming Languages – Python, C#.NET, Basic HTML, Basic CSS
- Security – Monitoring, Virus Protection, Backup Management
- Operating Systems – Windows Server 2016, Windows 7, 8 & 10, RedHat Linux, Android, iOS
- Knowledgeable on installing and promoting Domain Controller server
- Knowledgeable on Server Manager tools such as creating GPOs, Users and Computers management, set up DHCP exclusions and reservation range
- Knowledgeable on configuring network furniture such as IP phones, modems, switches, network copiers and printers
- Knowledgeable on Windows Server 2016 Active Directory

- Skillful at researching and upgrading windows-based computer systems such as replacing RAM and Hard Drive and other components

WORK HISTORY:

CORDANT HEALTH SOLUTIONS

Tacoma, Washington 8/2018 – Present

-Laboratory Collection Specialist

- Supporting clients to accommodate their business needs
- Provides customer service to our clients' patients, such as mental health, addiction recovery and DUI diversion
- Collect, log, order, process, and ship urine, blood, oral, and/or hair specimens to laboratory
- Maintain organization in the collection of all specimens
- Assemble samples for shipping
- File requisitions, chain of custody forms, and associated paperwork

QUEST DIAGNOSTICS

Teterboro, New Jersey 11/2017 – 6/2018

- Clinical Laboratory Assistant (Immunochemistry)

- Perform proper preparation of the specimens for UPEP and IFU tests
- Assure proper concentration level of urine specimens prior to testing
- Perform centrifuge and assure a minimum aliquot level needed for specimens
- Clearing all the pending on a timely basis

SPECTRA LABORATORIES

Rockleigh, New Jersey 4/2016 – 11/2017

- Clinical Laboratory Assistant

- Communicate with physicians, nurses and other medical staff about the status on STAT samples
- Communicate with medical technologists to speed up testing and confirm status on STAT samples
- Perform daily start-ups and integrity of system of our Advias, Stagos, Starrsed RS and Integras equipment
- Perform all the necessary maintenance on a timely basis for all analyzers.
- Troubleshoot analyzers and resolve issues
- Always assure proper handling and care of specimens