Karim W. Mishriky

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Summary Profile

Energetic, fast learner and certified IT technologist searching for the opportunity to show my networking knowledge and skills and advancing my career in computer and network engineering.

Education

Cape Breton University Bachelor in Information Technology received December 2011

Technical Knowledge/Skills

- ➢ Internet routing & switching protocols such as TCP/IP, OSPF, EIGRP, BGP, & VLAN.
- ➢ Highly accomplished and results-driven network administration.
- ➢ Professional possessing superior support skills.
- ➢ CCNA (Expired 2011).
- ➢ MS Office, MS Project, MS Visio.

Professional Experience

Onni Group – Los Angeles, CA
System Administrator   (November 2018 – March 2020)
- User administration. (setup and maintaining account)
- Manage routing and switching configuration and troubleshooting.
- Troubleshooting of network connectivity and performance problems.
- Implement the policies for the use of the computer system and network.
- Overseeing system performance and troubleshooting issues
- Maintaining internal documentation through OpsGenie.

Los Angeles Public Library – Los Angeles, CA
Network Support Technician   (October 2016 – October 2018)
- Manage routing and switching configuration and troubleshooting.
- Troubleshooting of network connectivity and performance problems.
- Document network support activities.
- Assist customers with IT connectivity including Wi-Fi issues.
- A thorough grasp of TCP/IP and related protocols and services (MPLS, NAT, DNS, FTP, SMTP).
- Solve problems for users with security and usage policies.

SAS SERVICES GROUP INC. – Los Angeles, CA
Customer Service Supervisor   (April 2014 – July 2016)
- Provided passenger and wheelchair assistant to airport guests.
- Assisted with VIP escort of guests.
- Escorted unaccompanied minor to their terminal and seat aboard the aircraft.
- Skycap check-in for JetBlue, Hawaiian airline.
- Serviced in Los Angeles, San Diego, Las Vegas, Honolulu, Hilo, Kona, Kahului, and Kauai Airports.

Minas Services – Cairo, Egypt
IT and Office Consultant   (June 2008 – June 2013)
- Managed comprehensive data analysis to discover weaknesses and problems.
- Fulfilled orders with customers in face-to-face settings.
- Created designs upon the client`s needs.
- Met with clients to determine the scope of a project.
- Reviewed deigns for errors before printing.

Karim W. Mishriky

DHL Global Forwarding – Cairo, Egypt

IT & Quality Intern   (June 2007 – September 2010)

- Developed direct and decisive leadership qualifications with strengths in planning.
- Handled audits, import, and export as well as overseeing transportation of shipments from cargo.
- Quality, performance improvement, and productivity.