

Stephen Ing

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Objective: To obtain employment as Systems Administrator.

Skills

Computer Applications: MS Office 20XX and LibreOffice /Open Office

Operating Systems: Unix/Linux , Windows 9X,XP,7,8.1,10 and Server 2016

Networking Environments: Linux with samba , and Windows Server 2016 and Novell 2.x-4.11,

Network Services: DHCP, SMTP, LDAP, FTP, TFTP, HTTP, telnet, SSH, SSL and VoIP

Network Monitoring: Wireshark, Nagios, SNMP, RMON and Openview

Database:Postgresql, Informix, MS SQL server and Mysql,

Programming Languages: Python,C, BASIC, PHP and Forth

Shell Scripting Languages: Bash

Work Experience

1/20 - 6/20 San Ramon Valley School District **Instructional Aide - Computer Lab Instructor**
Instructing children on basic functions and proper behavior when using computers. Collaborating with teachers to introduce educational games to supplement in class learning.

4/17 - 1/18 Ooma, Inc. **Advance Support / Customer services - Contractor**
Senior support for VoIP phone system diagnosing Networking , application and billing issues. Mentoring lower level support and developing training materials for first level support. Opening and following up with network and infrastructure to resolve network issues.

5/07 – 4/17 Intelligrated Systems (Honeywell) **Technical Support Engineer**
Second tier Unix support for a warehouse order filling application. Position deals directly with many top 100 retailers including the world number one retailer. Escalation and incident management of customer calls to developers.

5/05 – 10/05 Kaiser Health Care **Information Technology Specialist – Contractor**
Information technology project coordinator of Hospital backfill project to rehabilitate hospital facilities to meet incoming departmental needs. Moved over 300 users application, network and telephony services.

4/03 – 3/05 Action Motivation **Technical Coordinator – Contractor**
Network Administrator and Network Architect, redesigned office network to offer: DHCP, DMZ, VPN and firewall. Field Service coordinator of conferences, where our firm ran registration and lead co-locations. Email manager of Sun One Messenger system.

9/01 - 8/02 City of San Leandro **Information Service Specialist - Contractor**
Network and Server specialist, drafting initial as built network map of citywide network, troubleshoot network and segmented network to resolve problems. Configured and Maintained: Four node SAN, Cisco Pix , Firewall, various Cisco routers, and Internet Services. Technical support for city libraries and remote offices.

12/99-2/01 SuSE Inc.
Technical Marketing Engineer: 7/00 - 2/01
Technical support for in-house and partner demonstrations at trade shows. Project coordinator and developer trade show demos, maintained marketing database and development of marketing materials.
Technical Support: 12/99 - 7/00
Installation support for SuSE Linux on various platforms , Trade show technical lead.

Education

B.S. Business Administration with an option in Telecommunications. California State University Hayward. 1998