**Edikan Idiong**

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(206)-945-0749 blkskorpion22@gmail.com

**WORK EXPERIENCE**

**QBSI/Xerox,** Bellevue, WA 08/2019 - Present

*Field service Technician*

* Installs and repairs Small to medium size printers, copiers, Fax machines and computers
* Installs and sets up Scan to email, scan to folder and connect key software on customers computers and printers
* Maintains inventory of all parts issued and or needing to be used
* Schedules calls by priority and provides excellent customer service as well as prompt service

**Freelance,** Seattle, WA09/2017 - Present

*Tech Support*

* Works independently and preforms basic IT maintenance of computers
* Installs, configures routers, hotspots and WIFI connections

**UPS**, Seattle, WA 08/2016 – 08/2019

# Preload

* Sorts packages based of tags onto different belts
* constantly lifting packages varying from 25 to 180lbs
* Sorts packages into package cars based off package car schematics

**Securitas,** Bellevue, WA 07/2015 - 12/2016

# Security officer

* Secures a certain part of the building according to post orders
* Reports any incidents, breaches and any unusual activity by email
* Restrict access to certain restrictive areas Preforms audits of equipment, paperwork, and other paperwork that is within the scope of job duties,
* operates CCTV/DVR system to do Visual patrol and inspection of areas, reports anything unusual and ensures that the correct measure is taken to ensure safety.
* preforms access enrollment and removals by enrolling them into biometric systems, and grants access using proxy cards, biometrics and common access cards depending on the area being accessed

**EDUCATION**

**North Seattle Community College** Seattle, WA 2017 - 2020

AAS-T in Programming and Networking

Programming and Network Certification 09/2020

Cisco Network Certification 06/2018

**Edmonds community college**  2011 - 2014

High school diploma

**Professional Skills**

* Experience in configuring and printing common access cards
* experience in PAN and LAN implementation and configuration
* experience in troubleshooting networking issues
* Experience in configuration print servers and printing issues.
* Knowledge of IP addressing, subnetting and gateways
* Experience with DNS and DHCP setup and configuration
* Articulate and professional
* Experience in installing, upgrading and troubleshooting various operating systems
* Detail orientated
* Some experience as system administration
* Knowledgeable in Microsoft office suite
* Experienced in Customer service, trained in de-escalation techniques
* Knowledge in Scan to email and Scan to folder
* Posses the ability to learn quickly
* Knowledge of virtualization technology
* Basic implementation of virtualization networks
* Some experience in implementing VLANs
* Experience in RAID implementation
* Experience in SMB configuration

**Summary**

A multitalented and up and coming IT professional with expansive skillset in IT. I have 3+ years of experience repairing computers from hardware issues to software issues. I am currently in school at North Seattle College and currently on track to graduate with an Associates of Arts in Networking by the end of fall 2020. A confident and hardworking individual that would be a great asset to any company. Seeking an opportunity to grow as a person as well as professional and assist with success of the organization.

**References**

Shimante Usoro (206)-822-4059

Ratana San (253)-376-2517

Brian Pham (206)-403-0603

Kenzie Neet (360)486-4621