**Nicholas James Franco**

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**9097274597**

Army veteran with 5+ years network administration experience and technical support experience with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front-line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company

**2012 - 2018**

**United States Army – Radio Operator**

Worked exclusively for United States of America Special Operations Command, maintaining network communications within the community.

**Duties:**

* Responsible for diagnosing & resolving hardware, software & end users’ problems.
* Acting as the first point of contact for all IT & technical queries. Developing the infrastructure and systems to meet the companies needs.
* Working within a TCP/IP network environment, including DHCP, DNS and ethernet.
* Involved in the rollout of software updates and patches. Investigate specialist and complex IT support issues.
* Communicating with third party technical specialists.
* Configuring and managing backup & restore procedures.
* Maintaining a wide range of computer hardware and software programmes.
* Identifying & reporting on the budgetary implications of IT projects and upgrades.
* Provide secondary support for LAN administration.
* Responsible for allocating work to junior staff and induction training for new staff.
* Deploying new hardware, server backups & evaluating new software & security risks.
* In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office up to Office 2007.

**2011 - 2012**

**Victoria Secret – Supply clerk**

Responsible for maintaining showroom floor with merchandise while also attending to customers

**Duties:**

* Regularly checked the floor to ensure merchandise was fluid
* Responsible for inventorying and sorting incoming merchandise
* Maintained Supply room

**2008 - 2010**

**Stater Brothers Markets – Clerk**

Tasked with bagging groceries for customers

**Duties:**

* Regularly swept and mopped to keep showroom floor hygienic
* Helped move groceries for unable customers
* Worked extensively with peers to ensure business operations could operate