# Samuel Lian

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**EDUCATION**

**Bachelor of Applied Science: Computer Network Engineering** March 2021

**Associate of Applied Science: Computer Science** December 2016

**Renton Technical College**

**Certificates:** TestOut Server Pro (CompTIA Server+), TestOut Linux Pro (CompTIA Linux+) TestOut security pro(CompTIA Security+)

**Employment History**

**IT Work-Study/ Internship** October 2020-Now

**Renton Technical College**

* Tier 1 and 3 technical support for all departments at the college
* Provisioned and deployed technology solutions to classrooms and offices
* Assisted in supporting and managing inventory of the technology equipment at RTC
* During the COVID-19 pandemic, I was part of the team that helped to support student hardware needs as instructional curriculum went largely remote/online by coordinating the effort of deploying equipment (laptops, hotspots, etc) over a period of several months.
* In support of their internships, helped to train several students to become part of the student support team established by IT.
* Manage and update data in MS SQL DB. Write queries, triggers, and procedures.
* Utilize ticketing systems, inventory management systems, and Microsoft Teams.
* Provide all tiers of support. Assist first-time computer users with basic operations.
* Assisted in supporting and managing inventory of the technology equipment at RTC.
* Provide help desk style technical support to RTC students and staff.
* Assist with both RTC loaners and their own devices.
* Troubleshoot student computer systems, remote and possibly in-person.
* Data entry and working with Excel spreadsheets.

**Deployment Technician**July 2019 - Now

**Dell/Peak Systems**

* Deploys technology solutions to internal users. Computers, cameras, phones, switches, etc.
* Provide in-person and online tier-1 support for systems post-install.
* Maintain stock and inventory using Dell CDM. Use Slack for communication.
* updated technology and wiring for all AT&T store locations in Washington state in 2019.

**Skills**

* **LANGUAGES:** English, Hindi, Burmese, Chin and Mizo
* **PROGRAMMING/SCRIPTING:** Python, C#, Java, JavaScript, Bash, PowerShell, SQL, JSON, XML, HTML, ASP.NET with MVC, ADO.NET, VBA
* **OPERATING SYSTEMS/SOFTWARE**: Windows XP, 7, 8,10, Windows Server 2012 and 2016, Linux, Ubuntu, Debian, Red hat, Nginx, Apache, Git, Microsoft Office Suite, Microsoft Teams, Zoom, Slack, Google Office Suite
* **VIRTUALIZATION/CLOUD:**  VirtualBox, Nginx, VMWare ESXi, VMWare VSphere, Hyper-V, Docker, Docker Swarm, Kubernetes, Amazon Web Services, Google Cloud Platform, Digital Ocean, Remote support (TeamViewer, RDP)
* **NETWORKING /ADMINISTRATION**: RAID Backups ,iSCSI , OSI Model ,Group Policy , Virtualization (Hyper-V, VMware) , Server Implementation , Firewalls , SharePoint , (Network Address Translation) ,WINS , DFS Active Directory: IPv4/IPv6 addressing , Subnetting ,TCP/IP , Network installs/PXE boot, Cisco Routers , Switches ,Troubleshooting LAN/WAN setup , DNS , DHCP |Domain Controller.

Reference

Chin, Dennis

Deputy chief information technology

Renton Technical Colleges

[dchin@rtc.edu](mailto:dchin@rtc.edu)

(425) 235-2352 x2505

Rubin, Zachary

Full-time Faculty BAS Computer Network

Renton Technical Colleges

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(425) 669-9622

**Tina Loo**

**Account Manager**

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**Email** [tloo@peaksystemsinc.com](mailto:tloo@peaksystemsinc.com)