Ebrima Darboe

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**Objective:**

To become a valuable asset providing technical support excellence in an organization dedicated to its customers and employees; to perfect my skill-set while expanding into new spheres of technology and support.

**Technical Skills and Certification:**

* CompTIA (A+), MCSA, MCSE)
* Computer User support and customer service
* Windows Server 2003/2008 Network Administration
* Active Directory Configuration and management: Users, Access-Control, networked resources
* Proficient in multiple Operating System environments (Window XP, 2000, 7, 8, Server 2003/2008, Vista)
* Exchange Server 2007 and 2010 deploying, troubleshooting, configuring Enterprise messaging
* Network troubleshooting and configuration skills (TCP/IP stack, LAN, WAN)
* Internet Service Provider support (ISP-side)
* Computer Repair and Maintenance
* Cisco router and Switch configuration
* Microsoft Treat Management Gateway TMG
* Creating and testing firewall rules/ACLs
* Firewall & VPN configurations, security analysis, documentation, implementation.
* Microsoft Applications
* Technical support for small-to-large office networks, WAN and hosting activations, troubleshooting, billing support for desktops/servers/digital phone configuration/Email clients.
* Backup, restoration and disaster recovery utilizing many different tools, software.
* Printer installation and management.

**Work History:**

**Microsoft “UNISYS” (**August 2019 to Date)

Position: **End User Services Engineer**

* Pull Deskside Services.
* Desktop PC and Notebook Warranty Repairs – Supplier shall manage equipment repair within the terms of the Microsoft OEM warranties.
* Provide on-site support, as directed by Microsoft to all users for MS related issues.
* Surface Hub expertise required including SHUB network account setup, SHUB flashing/imaging, and SHUB operations
* Conference Room audio/visual troubleshooting and resolution
* Network & wireless troubleshooting and resolution
* New employee office setup of machines, monitors, keyboards & mice
* PC Recycle projects (in partnership with admin team)
* Provide team guidance/direction on team wikis and licenses
* Provide team guidance/direction on procurement of technical equipment and supplies
* Acting as IT SME in offering creative solutions and options to daily issues and obstacles
* Support, installation, re-installation (upon failure) and repair of MS Software and OS versions
* Printer support troubleshooting and resolution
* Owner and driver of all building wide email notices and IT communications and updates
* Supports network products from operational and maintenance perspectives

**OCC Communication: (**April 2017 to May 2019**)**

Position: ​**Installation Tech**

Home security, internet and cable tv technician

**Pioneer Cable contractors** ​  **:(**july 2016 to April 2017)

Position: ​**Installation Tech**

Home security, internet and cable tv technician

**IM&R** ​*(Apr. 2011 – Feb. 2012)*​:

**Position: Lab Technician**

Accurate delivery of computer support and customer services; networked printing management; updating/upgrading all PC software and OS patches for the call-center; user account management (Active Directory).

**Tyler Junior College** *(*​ *Sept. 2010- Feb. 2011)*​:

**Position: Lab Technician**

User Account Management: PW resets; blocking DoS attack IPs; creative problem-solving and incident response; inventory of lab devices; overall setup and management of Computer Lab.

**Quantum Net Institute of technology Gambia** ​*(Oct. 2008*​ ***–*** ​*Aug. 2010)*​:

**Position: Lecturer**

Lecturer​​Aries proficiency, computer hardware and software; troubleshoot Office applications suite (Word, Excel, PowerPoint, Access, Outlook and HTML services); student support services; user account management; install/configure new devices, and maintained VMWare lab environments.

**NetPage Internet Service provider Gambia** ​*(Feb 2007 – Oct 2008)*​:

**Position:**​ ​**ISP Support Technician**

Management and support for ISP network - including all servers, modem banks, routers, switches, firewalls and associated connections located at the NOC. Managed wireless base stations, routers, switches, cabling and associated connections for customers. ISP network software maintenance and upgrades. Customer-centric tech support including installation and initial configuring of CPEs; readiness testing and vendor management.

**Ministry of health and social welfare Gambia** ​*(Nov. 2004 - 2007)*​:

**Position: ICT Support Technician**

Hardware and software inventory for Ministry officials and employees; network monitoring and incident response; troubleshooting; documentation; backups and recovery; OS patches and updates; hardware and software maintenance and management of digital lab for Ministry workshops and training events.

**Turist Internet café Gambia** ​(​*Sept. 2003 – Nov. 2004*​)

**Position: Internet Café Operator**

Maintained Internet Cyber-Pro for clientele; hardware and software troubleshooting/repair; desktop PC installation and maintenance; OS installs/support; system backups and restoration; email account management; all other network-related device and account management.

**Education**:​

**Edmonds Community College**​:

Network Technology Associate of Technical Arts (2014)

***- Honor-Roll and Dean’s List 2012-2014***

**MicroTech Institute of Multimedia and Technology**​: MCSE – Windows Server 2003: Planning, Designing and Maintaining Server 2003 Network Infrastructure/Active Directory

**Lasting Solution:**​ MCSA – Windows Server 2003: Implementing, Managing and Maintaining Server 2003 solutions.

**Quantum Associates**​: CompTIA A+ Certification

**Management Development Institute:** ​ Microsoft Applications Certified: Microsoft Word, Excel, Access, PowerPoint and business/technical writing.

**References:**

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Edmond community College.

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