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**Education:**

2004 – 2008

Spackenkill High School, Poughkeepsie, NY- Advanced Regents Diploma

2010-2011

Computer Networking, Ridley Lowell Business, and Technical Institute, Poughkeepsie, NY -Network and technical support specialist (Dean’s List Fall 2010 and Dean’s List Winter 2011 awards)

* Networking Support
* Hardware support
* Software Support
* Server User
* Help Desk
* Website Development

1/2016 – 3/2016

Refresh: Computer Networking, Ridley Lowell Business, and Technical Institute, Poughkeepsie, NY.

**Experience:**

**11/2019 – Present IT Field Technician – Buchanan Technologies**

Support the hardware, software, and network for major car dealerships across Southern California

**3/2019 – 11/2019 Managed Print Technician – Image Source**

Support, Configure, and Integrate Xerox printers for major companies and schools across Southern California.

**6/2016 – 2/2019 IT Networking- New Horizon Resources**

Network Administration, Desktop support, Server Support and help desk for a large organization.

**3/2016 - Computer Networking Internship – Ridley Lowell**

Network Analysis and repair of badly damaged network to restore network access to approximately 100 users.

**6/2011-12/2015 Shipping Coordinator – Watchtower Bible and Tract Society**

Coordinated a team of volunteers responsible for shipping literature to domestic and international locations.

**7/2009-9/2011 Sales Associate – Office Depot**

Sales associate responsible for stocking, organizing and maintaining daily, weekly and quarterly sales quotas.

**2008 -2009 Plumber – Solomon Plumbing**

Provided side-by side support to the master plumber - pipe-installation and repair

**Skills:**

* Computer Networking;
* Management of XP, Windows 7; windows 10, and Windows 2008, 2016, 2003 servers
* Account Management
* Management of Security Settings
* HTML
* Hardware repair and assembly
* Installation of printers and other peripherals
* Troubleshooting and Analysis
* DNS Record and DHCP Address Pool management
* Firewall Troubleshooting (Pfsense, Sonicwall [MAC Address Filtering])
* Routing and Remote Access
* Management of Workgroups and Domains;
* Active Directory-User and Group Management and Policy Management;
* Network Assessment
* On site and Remote Troubleshooting and Repair
* Machine reimaging
* Running Ethernet Cables;
* Team Leadership
* Inventory Software management;
* PDQ Inventory
* Team Leadership