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| LUMA NASER  Renton, WA · 425-533-5564  Luma.naser@yahoo.com |
| * Driven Network Technician recently certified for Cisco Certified Network Associate (**CCNA**), demonstrating competency in the operation of IP data Networks, LAN switching technologies, IP addressing, IP routing technologies, IP services, and troubleshooting. More than two years of work experience demonstrating ability to train and develop staff to meet goals for profitability and revenue. Seeking to apply training and responsible work ethics for an entry-level position in the IT networking field. * Teamwork experience * Network troubleshooting and problem solving. * Troubleshoot and resolve first-level desktop system problems. * Good experience in most of the networking protocols and routing technology such as RIPv2, OSPF, EIGRP * Familiar in programming Cisco products (Routers and Switches). * Troubleshoot layer 1/2/3 network problems. * Ability to perform installation, configuration, and management tasks using the Windows Server 2016 Operation System. * Experience with Active Directory * Physical installation of hardware at user desks and set up new computers (pc’s, monitors, keyboard, mouse), Also Install and update Windows 10. * **Mai****ntaining**PC hardware and software. |

# Experience

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| April 2019 to PresentOffice Assistant, **Renton Technical Collage**Set up desktops, Install operating systems  * Subnetting tutor. * Grade the weakly assignments on canvas. * Setting up the lab area in the class (Manage DHCP servers,   Manage DNS servers).   * Manage Active Directory servers. * Install and Configure Active Directory in Windows server |
| APRIL/2010-MAY/2013Jr. Network Engineer -Tier 1, Agadeer Computers and Communications ● Work with other network and Sr. network engineers to support and to troubleshoot network related issues.  ● Deploy new computers/laptops and make needed changes to the Operating system in order to add them the network (Windows Re-install, Join the computer to the domain, install programs, etc.).  ● Maintain printers (New installs, drivers, error troubleshooting) ● Advised network users regarding hardware requirements, Configurations, and limitations.  ● Administered software licensing and purchasing for effective Installation of the network. |

# Education

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| DECEMBER 2019aas (ASSOCIATE DEGREE) IN COMPUTER NETWORK, RENTON TECHNICAL COLLAGE |
| JANUARY 2017-2023CCNA, Cisco Certified Network Associate Expected 2022  **BACHELOR OF APPLIED SCIENCE- COMPUTER NETWORK ARCHITECTURE**, RENTON TECHNICAL COLLAGE |

# Skills

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| * process implementation * Network troubleshooting skills * Strong verbal and written communication skills * Ability to multitask in a very busy work environment | * Cisco switches and routers configuration * proficiency in Word, Excel, and PowerPoint * Quickly respond to technical assistance requests * Fast learning ability |