**Megah Halim**

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**Lynnwood, WA 98087**

**Professional Summary:**

Highly skilled **IT Lab / Desktop Support Specialist** skilled in performing diagnostics on software and/or hardware as well as communicating and interacting with hardware and software vendors as appropriate to solve problems, also experience with analysis and installation, migrating OS management. System analyst specializing in object-oriented analysis and design. Professional, detail-oriented Network Administrator motivated to drive projects from start to finish as part of a dynamic team.

**Skills:**

**Networking:** LAN/WAN/WLAN network, TCP/IP, HTTP, SMTP protocols, VPN (Virtual Private Network), database administration and firewalls, switches/routers using engineering installation documentation.

**Operating Systems:** Installations of Operating Systems, DOS, Windows 95, 98, 2000, XP, Vista, 7, Server 2003, Server 2008, Windows 10, Android, Windows Mobile, UNIX/LINUX, MAC OS (latest ver), IBM Server AS400.

**Scripting in Windows .bat files:** Expert in creating small scripting Windows commands into a batch files so that to enable Windows to automatically run every time the server is booting.

**Office Tools:** Microsoft Office (WORD, EXCEL, OUTLOOK, ACCESS, POWERPOINT, etc.), Nitro

PDF, Corel Draw, Adobe, Photoshop, etc.

* Excellent problem-solving abilities Network maintenance
* System upgrades
* Data backup and retrieval Network upgrades
* CISCO router management Excellent communication skills QA tools

**Work History:**

**LAXCO Inc., Bothell WA**

**IT Engineer and Data Center**

**09/2020 – 10/2021**

* Working in Lab Environment: install, configure, and troubleshoot computer and laptop hardware and peripherals, instrument software applications.
* Knowledge of PC/laptop hardware, Windows 10, Windows Server 2012
* Solve and troubleshoot problems related to desktop computers, laptops, and different systems.
* Installing hardware and software systems on desktops and laptops
* System rebuilds and windows imaging using customer procedure.
* Development and implementation of software/ \* firmware architectures, have hands-on working style\*
* Deployment of 2012 Server to a server and setup workstation environments
* Imaging new laptops for WINDOWS 10, MAC OS (latest ver), UNIX/LINUX (CLONEZILLA)
* Setup network environment in the office that has never been setup before
* Setup ACTIVE DIRECTORY and GROUP POLICY for the users.
* Real-time implementation and trouble-shooting skills
* Excellent documentation, data analysis and communication skills
* Experience with optoelectronic imaging and analytical instrumentation systems
* Ability to work in cross-functional teams, coordinate and support manufacturing transitions, and work with small engineering teams including outside contractors.
* Interact with other engineers to provide technical support or take ownership of cases that require escalation.
* Experience working with linear CCD and color imaging CCD and graphic mono LCD and color TFT LCD
* Understanding USB2.0 data acquisition and built in Windows USB driver, CDC driver and data Flash SPI interface. Interfaces including CAN, SPI, I2C Driver Development
* Able to work with PC software engineer to create firmware and calibrate the device that talk with PC
* Understanding of UV-Visible
* Experience working at a fast pace.

**COMPUTER SCIENCE CORP for AT&T**

**SYSTEM SPECIALIST and Lab/Data Center Support**

**03/2018 – 05/2020 Bothell WA**

* On site Helpdesk SOFTWARE Support in PC-imaging Windows version 7, 10 for new-comer clients with at least 10-20 new laptops, Deployment of WINDOWS SERVER 2012, SCCM, Soft-Token VPN client (CISCO, NetGear) administration, managing active directory, group management, and DNS troubleshooting. Resolving and troubleshooting client’s issues in Hardware and Software Failures with 100% success rate.
* Providing Level 1, 2 & 3 support including Network troubleshooting (CISCO ROUTER, CISCO PHONE SYSTEM) and White-Glove support for any VIP users at the location
* Active Directory setup Experience
* Local AV and conference room support.
* Set up and configure Mac computers.
* Calibrated new and existing equipment for optimal performance.
* Providing the Hands-on Support for the creation and maintenance of network connection and datacenter diagrams and detailed site documentation during routine & other critical incident situations
* Imaging new laptops for WINDOWS OS, MAC OS, and LINUX OS
* Providing software installation and running some manual and/or automated tests based on a clear set of instructions.
* Testing and helping with bug validation and filing thru OCULUS and SMART GLASSES (SAMSUNG)
* Enacted successful repairs by applying technical skills and operation knowledge
* Investigate customer issues and design appropriate solutions.
* Manage SQL Server databases monitoring utilities to minimize false alarms.
* Providing support MYSQL, JAVA, PYTHON scripting to clients using respective Micrsoft tools
* Using PowerShell to script out fix’s and patching processes for servers and workstations
* Pulling and routing CAT 5E/6; COAX and AV.
* Order and maintain inventory stock supplies.
* Perform operational tasks data collection associated with datacenter implementation, migration and deployments on sites.
* Maintain effective communication with the manager regarding project milestones, Inventory, etc.
* Installing support structures (ladders, racks, j-hooks)
* Average tickets using SNOW application per day (30 tickets)
* 24/7 operations standby

**POS SUPPORT ASSOCIATE at AT&T**

* Providing Desktop and POS support on-site
* Assisting in installing store peripherals.
* Presented reports of POS (Point of Sales Cash Register) activities to the store manager.
* Troubleshooting and repairing hardware POS and peripherals (i.e. receipt printers, barcode scanners, and VGA displays.
* On site installation of POS & peripherals from scratch.

**Barrister – Everett, WA**

**Software Development and Hardware Support**

**01/2015 to 03/2018**

* Established compatibility with third party software products by developing programs for modification and integration. Diagnosed and troubleshooted UNIX and Windows processing problems and applied solutions to increase company efficiency.
* Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
* Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.

**META TECHNOLOGY – Indonesia**

**Software Developer and Network Engineer**

**01/1991 to 11/2014**

* An accomplished professional with more than 8 years of experience in the areas of Project Management, System Administration, Networking and Troubleshooting and more than 8 years in Software Development in C++, C#, and Python.
* Experience in installation and administration of Mail Support, LAN, WAN, Windows NT, PCs, Servers, Cisco Switches/Routers and Microsoft Office applications.
* Proficient in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.
* Expert in modern concepts of end-to-end program planning and implementation from scope management to activity sequencing, effort & cost estimation, risk analysis to qualify management in adherence to quality guidelines and norms.
* Analyzed and designed relational databases using AS/400 mainframe and UNIX platform.
* Diagnosed and troubleshooted UNIX and Windows processing problems and applied solutions to increase company efficiency.
* Implemented company policies, technical procedures, and standards for preserving the integrity and security of data, reports and access.
* Consistently meet deadlines and requirements for all production work orders.
* Developed data architecture design to enable analysts to perform targeted customer analysis.
* Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.

**EDUCATION**

NORTHRUP UNIVERSITY 1987

Master of Business Administration in Management

UNIVERSITY OF WISCONSIN 1986

Bachelor Degree of Computer Engineering

MONTEREY PENINSULA COLLEGE 1984

Associate Degree of Computer Science

ANGLO CHINESE SCHOOL 1980

High school diploma / GED Graduate

Assessments from Indeed

**Work motivation — Completed**

August 2020

Level of motivation and discipline applied toward work

Full results: Completed

**Management & leadership skills: Impact & influence — Proficient** August 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives Full results: Proficient

**General manager (hospitality) — Highly Proficient**

June 2020

Solving group scheduling problems and reading and interpreting P&L statements Full results: Highly Proficient

**Work style: Conscientiousness — Highly Proficient**

August 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: Highly Proficient

**Software developer skills — Familiar**

May 2020

Designed by engineering managers and real-world employers, this test gives you hard data points to evaluate technical competency

Full results: Familiar

**Technical Support — Proficient**

July 2020

Performing software, hardware, and network operations.

Full results: Proficient

**Analyzing data — Proficient**

May 2020

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data Full results: Proficient

**Administrator — Proficient**

February 2020

Personality and problem-solving skills.

Full results: Proficient

**Spreadsheets with Microsoft Excel — Expert**

May 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: Expert

**Manufacturing: Quality inspection — Highly Proficient**

May 2020

Making precise measurements, reading prints, and making pass/fail decisions. Full results: Highly Proficient

**Accounting skills: Bookkeeping — Proficient**

June 2020

Calculating and determining the accuracy of financial data

Full results: Proficient

**Numerical reasoning skills — Highly Proficient**

July 2020

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs.

Full results: Highly Proficient

**Mechanical knowledge — Proficient**

July 2020

Understanding and applying mechanical concepts and processes.

Full results: Proficient

**Verbal communication — Proficient**

August 2020

Speaking clearly, correctly, and concisely

Full results: Proficient

**Search engine optimization — Highly Proficient**

May 2020

Interpreting online website performance metrics and understanding search engine optimization tactics Full results: Highly Proficient

**Supervisory skills: Motivating & assessing employees — Familiar** August 2020

Motivating others to achieve objectives and identifying improvements or corrective actions. Full results: Familiar

**Management & leadership skills: Planning & execution — Familiar** June 2020

Planning and managing resources to accomplish organizational goals.

Full results: Familiar

**Work style: Reliability — Completed**

August 2020

Tendency to be dependable and come to work

Full results: Completed

**Verbal communication — Proficient**

August 2020

Speaking clearly, correctly, and concisely

Full results: Proficient

**Written communication — Proficient**

June 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: Proficient

**Attention to detail — Completed**

May 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: Completed

**Technical support: Customer situations — Completed**

July 2020

Responding to technical support situations with sensitivity

Full results: Completed