**Sab Karner**

Seattle, WA

(919) 480-3631

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Incoming IT professional with excellent customer service and communication skills seeking entry level IT Support / Help Desk role. | Active learner. | Able to simplify complex technical terminology for average users.

*Technology skills:*

Windows 10, macOS, Linux,

Windows Server 2019, Active Directory, Office 365,

Networking: LAN, WLAN, WiFi, TCP/IP, DHCP, DNS, VPN,

POS systems (Micros / Aloha) administration skills

*System Administration experience:*

Windows Server 2019 | Hands-on virtual labs:

* Installed Windows Server 2019 in VMware
* Configured Windows Server 2019 domain (server name, IP address, DNS server address, Remote Desktop)
* Installed Active Directory Domain Services
* Added Windows 10 clients to Windows Server 2019 domain
* Created, deleted and managed AD user accounts, groups and other objects
* Delegated control of AD objects (granted users permission to manage users, groups, computers and other objects)

*Relevant* work experience:

*F&B Supervisor / Manager*

IHG

2017 - 2018

* Configured, updated and maintained the POS system
* Troubleshot networking issues
* Trained employees

*Professional development, certifications:*

Google IT Support Professional

CCNA in progress

*Education*:

Associate Degree in Business