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| **Career Profile** |
| Thank you for checking me out, I am seeking an opportunity in the Networking field of Info Tech. I have been in the field for quite some time, and recently decided that it’s time to step my game up. I have been in several positions including Network Ops Technician, Field Services Tech, Testing and Troubleshooting VoIP Technology and more. Troubleshooting has always been my comfort zone, I have always been passionate about figuring out the solution to a technical problem. I am presently HIGHLY focused on becoming a Network Engineer and getting my feet wet in that section of the industry. I am deeply immersed in studies of Cisco IOS CLI and Network Troubleshooting. I have been spending a lot of hours training and acquiring the necessary skills to obtain my CCNA. |
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| **Technical KSAOs** |
| * 10 years of PC building, imaging, setup, and distributing. * 20 years, of system integration and working with other teams, and technologies to make communication possible. * 25 years of basic and high-level testing and troubleshooting networks and equipment. * 15 years of networking, TCP/IP, DNS, DHCP, etc. * 15 years of Active Directory (AD) * 15 years using desktop and remote troubleshooting tools (Remedy Service Desk) * 25 years using both copper and fiber technologies * 6 months of Windows Servers troubleshooting * 20 years of application, desktop, laptop, and network environment troubleshooting * 25 years of troubleshooting Windows 98, ME, 2000, XP, Vista, 7,8,8.1, Win 10, NT, Windows Server 2012- 2016, Microsoft Office, O365 * Ability to Multi-task, Critical thinking and working under pressure, along with meeting important deadlines. * Great communication and people skills. Ability to convey technical information to basic users. Ability to work with users showing patience and empathy and tactfully give detailed explanations of problem-solving recommendations. * **Software Applications and Packages:** Remedy, WAFA-C, CSG, Jira/Service Now, Clarity, Icoms, 3CLogic, Office, Sales Force, * 32 years, People Mgmt. experience. * Networking skills, setting up and or troubleshooting LAN, WAN, CAN, PAN, &MAN’s, VLAN, Trunking, VPN, TCP/IP, VoIP, EIGRP, BGP, OSPF, HSRP, Spanning-tree Protocol, Dynamic IP Routing, Cisco routers, switches, ASA’s, AP’s and Wireless networking, Network Testing and Monitoring tools, IP Subnetting, * Giving a high-level overview of network design and topology, to oversee deficiencies, and areas of possible improvement. |
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| **Education & Military Training** |
| **NexGenT –** Network Engineers course where I have earned a certification as a Full Stack Network Professional. Presently working towards Full Stack Network Professional, followed by CCNA. Projected completion 08/2021  **Roosevelt High School** - 1986-1990  **USMC – 1996-2000 – MOS 2512/2515:** Field Wireman Certification, Unit Level Circuit Switchboard Operators Certification |
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| **Professional Experience** |
| **Sr Support Analyst- 12/2020-present (contract)**  7-Eleven, Irving, TX   * The Support Tech provides day-to-day technical support to retail stores for point-of-sale, network infrastructure, and desktop systems software and hardware. * Performs general maintenance tasks and resolves less complex problems immediately, while more complex issues are identified to a higher level of support. * Installs, configures and troubleshoots desktop systems, point-of-sale, servers and network. * Communicates highly technical information to both technical and nontechnical personnel. * Responds to client escalations and drives incidents to resolution.   **Service Desk Technician Tier II- 09/2020-11/2020 (contract)**  Basic Energy Services, Fort Worth TX   * Break Fix support * Use Bomgar Remote Assistance software * Troubleshooting hardware and software issues * Troubleshooting and resolving Citrix desktop issues fixing frozen and hung instances. * Strong knowledge of Microsoft Windows 7/10 * Imaging pcs using SCCM * Strong knowledge of Microsoft Office 2010 & 2013 * Maintaining mobile devices using Air Watch * Maintain user accounts via Active Directory. * Manage Antivirus/malware, VPN, Windows images * Experience documenting work in a help desk ticketing system * Demonstrate excellent organization, prioritization, follow-up and time management skills. * Teamwork skills, Customer service orientation, Communication (oral/written) and interpersonal skills.   **Operations Analyst II/ Equipment Mgr - 05/2020-07/31/2020**  Walmart Ecommerce, Fort Worth, TX   * Providing L2/3 Single handed support of Ecommerce Call center in Fort Worth Tx * Self management in a remote location away from direct Mgr. * Imaging PCs using SCCM * Setting up printers * Equipment inventory management * Shipping and receiving * Supporting users with various issues, in office and remote.   Resolving issues with Citrix remote desktop.   * Documenting an reporting weekly progress to upper mgmt. * Working trouble tickets for user issue documenting and including this in my weekly report.   **Desktop Support Analyst II - 03/2020-06/2020**  Sprint Communications, Overland Park, KS.   * Providing L2 support by assisting users with a variety of PC related issue, including lockouts, password resets, printing, etc * Taking calls daily from users, resolving and documenting their issue. * Keeping up with the changing environment of working in office to working from home. * Resolving issues with Citrix remote desktop login and hung applications for remote users   **Lead Technical Specialist-12/2018-03/2020**  Charter Communications (Spectrum Mobile) Kansas City, MO   * Providing End users with L2/L3 support for their pc and profile issues. * Maintaining PC, printers, and all network equipment, hardware and software troubleshooting password resets, maintain and update Active Directory, etc, for 600 users, using Service Now trouble ticketing system * Imaging machines and migrating all users to Win10 via SCCM. (ahead of schedule) * Maintaining an inventory of PCs monitors tablets cellphones and various equipment and peripherals. Reporting a monthly count and keeping track of all incoming and outgoing equipment & reporting tallies to upper mgmt. * Moving all users, PCs and other equipment during a major building renovation. * Adapting to an ever-changing environment to include working solo until a partner can be onboarded.   **Desktop Engineer II – (Contract) 05/2018-08/2018**  Austin Nichols Tech/Milbank, Kansas City, MO   * L2 Technical Support position creating new AD accounts for new users. * Assisting with password resets lockouts hardware and software issues * Imaging and distributing new pcs * Migrating users from Win 7 to Win 10   **Technical Help Desk Support – (Contract) 05/2017-01/2018**  DHS/USCIS, Overland Park, Ks   * Telework position assisting Immigration Services Officers with customer tech support issues * Prioritizing and working trouble tickets from customers by making direct contact analyzing and resolving issues and then closing out tickets * Assisting customers with various issues from password resets to unlocking accounts |
| **NOC Technician – (Contract) 01/2017 – 05/2017**  Sprint, Overland Park, KS |
| **Installation Specialist - 02/2015- 01/2016**  Google Fiber (ITC), Kansas City, MO |
| **Technical Support Engineer – 10/2014 – 02/2015**  3CLogic, Kansas City, MO |
| **Network Technician – (Contract) 03/2013 – 04/2014**  Beacon Hill Staffing/ INOC, Des Moines, IA |
| **Field Service Tech – (Contract) 11/2011-01/2012**  Partech / Veriant, Des Moines, IA |
| **Deskside Support Field Service Tech – (Contract) 01/2011-11/2011**  ING (Siemens Solutions / Brooksource Technical Youth) , Des Moines, IA |
| **Mediacom Communication, Des Moines, IA**  Business Tech Support - 12/2009-01/2011 |
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