**Hafils Akpovi**

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**Objective**To obtain a position that utilizes my system engineer experience and skills and provides opportunities to learn more about the industry.

**Education**

* Central Community College: Associate Art Science
* The University of Nebraska at Kearney: Bachelor Information Networking and Telecommunications

**Skills**

· Organized; Goal-oriented; Ability to Diagnose Problems; Analytical Thinker; Communication Skills; Teamwork; Curious; Love to learn

**Work Experiences:**

**System Engineer, Cambium Data, Omaha NE (10/2019 – Present)**

**Supervisors:**Matt Wiegert 402-380-2743

* Provide Tier-2 support and resolve tickets regarding the server, network, Desktop, printer, phone, and office equipment issues for on-site and remote end-users
* Respond to inquiries in-person or via email, ticket system (ConnectWise), and phone
* Setup and relocate users to new workstations, phones, docking stations and including moving and connecting assigned equipment
* Procure and deploy new software , CRM and hardware as clients needed.
* Install, configure, and manage Windows Servers 2008 R2, 2012, 2016 and 2019
* Installation, management, maintenance, and monitor the performance of network nodes (Cisco, Meraki, and Fortinet).
* Manage Cisco Unified Communications nodes On-premise
* Install and manage CiscoWebEx, Broad cloud and MS Teams.
* Develop and create visual documentation, diagramming topology

**IT HelpDesk, *University of Nebraska at Kearney*, Kearney, NE (8/2016-9/2019)**

**Supervisor:**Shawn Lienneman (402) 902-8445

* Provide Tier-I support and resolve tickets regarding the server, network, Desktop, printer, phone, and office equipment issues for on-site and remote end-users
* Troubleshoot AV issues (projectors, interactive whiteboards, TV, audio, and video switches)
* Respond to inquiries in-person or via email, ticket system (ConnectWise), and phone
* Install, upgrade, support, and troubleshoot Microsoft Windows, Macintosh OS, and Linux operating systems
* Support of Outlook and Exchange email services for Desktop and mobile systems (Office 365)
* Provide assistant and participate in new projects testing and deployment/delivery

**Network Technician Assistant/Desktop Support Internship- Airbits ( Estes Park, CO)**

(May 2018-August 2018)

**Supervisor:** Josh B (952)2373805

* Troubleshoot and repair desktop, laptop, and mobile device (Microsoft and Apple products)
* Travel to client locations to provide desktop support Services
* Communicate technical solutions in a user-friendly and non-technical manner
* Communicate with clients positively and professionally over the telephone, in person, and by email
* Assist in installing network hardware, modems, routers, wireless access point
* Assist the network team to design and install well-functioning WLAN networks
* Assist troubleshooting WLAN network
* Perform routinely preventative maintenance on networking equipment

**DIRECT SUPPORT PROFESSIONAL, Community Service Nebraska (CSN)**

**(01/2015- 05/2018)**

**Supervisor: Katelin M (308) 627 7912**

* Problems solving,
* Documentations skills
* Crisis intervention skills
* Teaching
* Gained personal development (patience, creativity)

**Relevant Coursework:**

· Cisco Certification Entry Level Network

· Cisco Certificate Network Associate

· Cisco Certification Design Associate

· Security+

· Virtual Datacenter in a Box (VMware ESXI 6 and Pfsense)

* Software-Defined Network (GNS3, Mininet, OpenDayLight, and Cisco OpenFlow API and Wireshark/TCPView packet analysis)
* Fortinet NSE 1 & 2

**Awards & Involvement:**Cyber Security Club (2 Year)