|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| reneedawsona.r\_dawson@yahoo.com916.792.0831www.linkedin.com/in/adia-dawson  |  | | --- | | Objective Seeking a position where I can maximize my years of excellent customer service, management, information technology, business development and training experience | | Skills 20+ years of universal skills including: organization, problem solving, effective communication, excellent customer service skills, with a one-track focus towards achieving results. | | |  | | --- | | Experienceit technician (5 Star rating) | field nation 01.2018 – Present   * Setting up workstations with computers & necessary peripheral devices * Installing & configuring appropriate software/hardware according to specifications * Client support & technical issue resolution * Basic computer hardware/software troubleshooting & configuration fundamentals, manage network security tools * Organize, install, & support computer systems, including LANs, WANs, network segments, intranets & data communication systems * Wired and wireless networks and devices: Accelerated Routers, Cisco Meraki Routers and Switches, Meraki Access Points, Dell Controllers, Linksys Routers, Cradle point Routers, Juniper Routers and Switches, D-Link Switches * Remote access technologies, terminal emulation, VPN protocols, Point-to-Point Protocol, * **Software:** TeamViewer, GoToMyPC, Chrome Remote Desktop, Windows Remote Desktop, OpenSSH, Putty, * Performed maintenance/troubleshooting to diagnose & resolve problems  desktop support |emergent bIOsolutions via teksystems 01.2020 – 06.2020   * Supports IT Service delivery to the corporate end user according to service level commitments, corporate policy, corporate standards, and compliance requirements including: * Service Request Fulfillment * Incident Management * Access Management * Meets service level commitments as defined by management and end-users * Has knowledge of IT standards as established at our Global Headquarters on a day-to-day basis: * Network (e.g., patching, VPN Client, TCPIP Fundamentals, DHCP, DNS, WINS; remote access) * Directory Services (e.g. Active Directory) * Data backup and protection, utilizing client tools such as Code42 Client Backup. * IT security including Antivirus, Malware protection, using McAfee Client software. | | |
| additional work experience  * Basic knowledge of AV and Video Conference services * Telephony systems (e.g. mobile, audioconference, corporate telephony, unified communications) * Desktop services (e.g PC hardware, operating system, and standard applications) * Maintains a high level of customer satisfaction to VIP clients  data migration engineer | Centrics IT 09.2019 – 01.2020   * Took lead responsibility for the delivery of Data Migration Services: analysis, design, implementation, testing, validation and acceptance by all parties. * Contributed to the development of Data Migration Services as required. * Ensured adequate end-user support for the Data migration Services and transfer the necessary knowledge to the organization and customers.  level 2 desktop support |bARCLAYS INVESTMENT BANK VIA hcl 02.2019 – 09.2019   * Analyze issues and formulate solutions * Troubleshoot system, application and hardware issues * Ensure customer is updated on ticket progress * Work directly with customers to solve problems * Utilize internal IT Knowledge Base to both provide and find solutions to known issues * Use external information to research and resolve issues when needed * Consistently update the ticket tracking system with status and fixes * Properly escalate issues to necessary parties as required * Perform routine system maintenance on laptops and desktops * Track computer assets according to organizational standards * Perform backups and restores * Perform configuration of hardware including drives, network interfaces, memory, processors, and peripherals. * Perform installation and configuration of software including operating system, patches, and 3rd party products. * Maintain established computer standards and participate in testing new standards  IT Technician | The Stride Center09.2018 – 06.2019  * Network elements: LAN, WAN, host workstations and server * Fundamentals of TCP/IP including application protocols like SNMP, FTP, TFTP, NFS, LPD etc * Various network operating systems including Windows and Linux * Wired and wireless networks and devices: Accelerated Routers, Cisco Meraki Routers and Switches, Meraki Access Points, Dell Controllers, Linksys Routers, Cradle point Routers, Juniper Routers and Switches, D-Link Switches * Remote access technologies, terminal emulation, VPN protocols, Point-to-Point Protocol, software: TeamViewer, GoToMyPC, Chrome Remote Desktop, Windows Remote Desktop, OpenSSH, Putty * Network access & security * Point-Of-Sales systems and printers  EDUCATIONcomptia a+ certified # comp001021449248/ 02.2019The Stride Center  * Windows Operating Systems, Microsoft Office Suite * Configure, install and upgrade operating systems, including Windows, Apple OS, Linux, iOS, Android and Windows mobile * Install and image virtual machines * Set up and troubleshoot peripheral devices * Assemble and disassemble computing hardware * Set up and support basic home and small office networks * Implement cybersecurity controls appropriate to help desk and technical support roles * Troubleshoot and support end-user access to applications and data  comptia security+ in progress | | |
|  | | | |