**SHIMRON GILL**

310.867.4231 • shimron.gill@aol.com • linkedin.com/in/shimron-gill/

**SUMMARY**

To obtain a full-time position in the area of Systems or Network Engineering, that will allow me to contribute and grow in my career. I have over one year of experience in operating system installation, excellent hardware and software troubleshooting skills, familiar with the programing languages with outstanding customer service and time management experience under my belt.

**EDUCATION**

**B.S in Information Technology** Graduating April 2024

Arizona State University, Tempe, AZ

**TECHNICAL SKILLS**

**Operating Systems:** Win7/Win8/Win10/2003/2008/2012; Linux: Ubuntu, CentOS, REHL.

**Virtualization:** VMware ESXi, Microsoft Azure, Red Hat Virtualization (RHV).

**Hardware Knowledge:** Routers, Switches, Servers, Traffic Generators, WAP, Laptop, Desktop.

**Applications:** SFDC, Service Now, SharePoint, WinSCP, Putty, xRDP, VNC, Wireshark, Nmap, Zenmap.

**Programming:** Python, Java, HTML, CSS, PowerShell.

**Other:** Microsoft Excel, PowerPoint, Word, Visio, Access, Project.

**Certifications:** CompTIA A+ 220-901/902, CompTIA CertMaster Practice: Network+ N10-007, CISCO -ICND -1 R&S.

**PROFESSIONAL EXPERIENCE**

**S&C Electric (through CyberCoders), Alameda, CA: Desktop & Network Support Coordinator** 11/2019 – 4/2020

* Respond and prioritize requests for technical support or assistance.
* Identify and analyze support issues, determining cause, and to provide potential resolution.
* Provide guidance and recommendations for the most effective use of technology.
* Facilitate relationships with external organizations regarding technical issues and software functionality.
* Prepare and maintain procedural, educational or related documentation/communications.
* Established standard work, best practices and define new standard work as appropriate.
* Install or assist in the installation and maintenance of technical equipment and software.

**Ruckus Networks (through EMRCPR), Sunnyvale CA: Engineering Lab Technician** 10/2018 – 10/2019

* Conﬁgure, troubleshoot, stack and upgrade code for Ruckus and Brocade routers and switches.
* Install, configure, and troubleshoot network infrastructure equipment (PDU, Terminal Server, KVM).
* Deploy, configure and maintain Windows and Linux VM.
* Configure, maintain, and deploy VMware ESXi vSphere Client 6.0/6.5/6.7 and perform RAID configuration.
* Configure and troubleshoot Red Hat Virtualization (RHV).
* Operate and configure traffic generation testers such as IXIA and Spirent SPT N11U.
* Installed and maintained patching throughout the lab for ﬁber, copper, MPO/MTP, and Twinax cables.
* Interact with engineers to troubleshoot and resolve network-related issues via a ticket-based support system.
* Monitor servers and data center equipment for failure and open service tickets as needed.
* Communicate directly with internal customers to build and modify PoC and other test environments.
* Create work instructions and documentation as part of the department knowledge base.

**EMRCPR Engineer Lab Administrator I / IT Desktop Technician Fremont CA** 07/2018 – 10/2018

* Disconnect and reconnect desktop setup, monitors and docking stations.
* Inventory all systems and provide user issues to the team lead.
* Rack and stack server, perform cable management, wire mapping and help assist in e-waste.
* Install low voltage cable, security cameras, in-ceiling speakers by using the schematic diagram.