**Tishomi Ford**



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**Summary**



Dynamic Computer Technician experienced in all aspects of hardware, software and operating systems maintenance and repair. Seeking employment that allows me to grow professionally, while being able to utilize my skills for the betterment of the organization with the best use of my dedication, determination and resourcefulness.

**Highlights**



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ● System checks and troubleshooting | | | ● Advanced knowledge of diagnostic techniques | |
| ● | | Advanced troubleshooting | ● | Highly motivated |
| ● Virus and spyware removal | | | ● | Resourceful |
| ● | Computer diagnostics and repair | | ● | Customer service-focused |

* Server management

**Accomplishments**



Maintained 98.5% uptime on all company networks.

Developed SOP for patching and validating over 3k servers over the time of a week versus a month

Worked 23 hour shifts per our scheduling needs without error

**Experience**



**Network Operations Technician II**

December 2013 to Current

* Installed rack mount servers.
* Monitored network traffic and connectivity
* Started Spam and Phishing campaigns to track active security threats
* Connected to the firewalls to run reports for lockouts\ rogue attachments
* Maintained account login and access privileges.
* Backed up Data and implemented disaster recovery plans.
* Directed major incident calls and sent out enterprise wide notifications
* Installed motherboards, processors, ram and graphics cards.
* Audited and verified copper/fiber cabling, labeled for tracking while installing

**SR. Computer Operator**

May 2002 to November 2013

**Quest Diagnostics** – Las Vegas, NV

* Install rack mount servers.
* Trouble shoot scanners attached to Unix based servers.
* Run batch jobs to generate reports.
* Print Dr. Forms on a high speed large format printer.
* Maintain account login and access privileges.
* Backup Data and implement disaster recovery plans.
* Set up, tested and configured networks, desktops, laptops and printers.
* Installed motherboards, processors, RAM and graphics cards.
* Created employee training materials and procedures to teach in-house workers proper software and hardware protocols.

**Service Technician**

May 2000 to May 2002

**DELL** – Columbia, SC

* Resolved technical issues for clients in person, on the phone and through e-mail.
* Installed motherboards, processors, RAM and graphics cards.
* Diagnosed, installed, configured and repaired computer systems and software.
* Created employee training materials and procedures

**IT Technician**

September 1997 to April 2000

**E.E.I Solutions** – Columbus, OH

* Coordinated hardware and software repair processes with outside vendors.
* Monitored and set security policies on information systems.
* Ensured security and authorized compliance on each desktop pc.
* Assisted IT staff with installing anti-virus protection and anti-spam system on network and individual PCs, as well as Internet firewall protection.

**Technical Skills**



**Platforms:**

* **Windows 95/98/NT/2000/XP/7/8/10**
* **Windows Server**
* **HP UNIX w/ Unidata**
* **IBM UNIX w/ AIX**
* **Amazon Web Services**
* **Linux**
* **Cisco Prime/ ios**

**Hardware:**

* **Desktops, Laptops, Dummy Terminals, Smart Terminals and Servers**
* **LAN/WAN**
* **CAT3/5/6 Cabling and Termination**
* **Fiber Cabling and Termination**
* **DEC Terminal Servers/ Port replicators**
* **Prints and Print Servers**
* **Wireless Networking Hardware**

**Education**



**Columbia High School**

Columbia, SC

General

High School Diploma

Coursework in Computer Architecture and Programming on Parallel Architectures Member of National Honor Society

Member of Key Club

**Midlands Technical College**

Columbia, SC

Information System

Transferred before completion

Coursework in Computer Structure and Algorithms

Microsoft AZ900

CompTIA A+ Certification

ITIL v3 Foundation

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