**David Thompson**

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**OBJECTIVE**

Seeking a position in the field of Information Technology utilizing skills and knowledge of troubleshooting as well as a current degree in Computer Network Systems

**SKILLS**

* Confer with network users about how to solve existing system problems
* Configure, monitor, and maintain email applications or virus protection software.
* Design, configure, and test computer hardware, networking software and operating system software.
* Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
* Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements
* Maintain and administer computer networks and related computing environments
* Maintain logs related to network functions
* Monitor network performance to determine whether adjustments need to be made
* Perform data backups and disaster recovery operations
* Perform routine network startup and shutdown procedures, and maintain control records
* Recommend changes to improve systems and network configurations
* Knowledge and skills in installation, configuration and management of Microsoft operating systems
* Understanding of industry standards involved in wiring a computer network
* LAN/WAN protocols
* Software and hardware components used in typical networking and internetworking environments
* Linux operating systems

**EDUCATION**

ITT Technical Institute | Everett, WA

**Associate of Applied Science Degree in Computer Network Systems**

**WORK EXPERIENCE**

RMS Computer Corp. | New York, NY / Everett, WA August 2016 – July 2021

***Customer Service On-Site Representative***

* Computing Hardware ordering assistance
* Team functions to assist with metric trends

Providence Health & Services | Everett, WA February 2007 – February 2017

***Patient Transporter***

* Healthcare services

Fluke Electronics Corporation | Everett, WA November 2005 - January 2007

***Assembler***

* Worked with telecommunications services
* Assembly and troubleshooting of network equipment devices