Ebrima Darboe

9917 holy Dr. Everett WA 98204

# (425) 350-6736 kebrimak.ed@gmail.com

**Objective:**

To become a valuable asset providing technical support excellence in an organization dedicated to its customers and employees; to perfect my skill-set while expanding into new spheres of technology and support.

**Technical Skills and Certification:**

* CompTIA (A+), MCSA, MCSE)
* Computer User support and customer service
* Windows Server 2003/2008 Network Administration
* Active Directory Configuration and management: Users, Access-Control, networked resources
* Proficient in multiple Operating System environments (Window XP, 2000, 7, 8, Server 2003/2008, Vista)
* Exchange Server 2007 and 2010 deploying, troubleshooting, configuring Enterprise messaging
* Network troubleshooting and configuration skills (TCP/IP stack, LAN, WAN)
* Internet Service Provider support (ISP-side)
* Computer Repair and Maintenance
* Cisco router and Switch configuration
* Microsoft Treat Management Gateway TMG
* Creating and testing firewall rules/ACLs
* Firewall & VPN configurations, security analysis, documentation, implementation.
* Microsoft Applications
* Technical support for small-to-large office networks, WAN and hosting activations, troubleshooting, billing support for desktops/servers/digital phone configuration/Email clients.
* Backup, restoration and disaster recovery utilizing many different tools, software.
* Printer installation and management.

**Work History:**

**Microsoft “UNISYS” (**june2019 to march2020**)**

Position: **End User Services Engineer**

* Pull Deskside Services.
* Provide on-site support, as directed by Microsoft to all users for MS related issues.
* Surface Hub expertise required including SHUB network account setup, SHUB flashing/imaging, and SHUB operations
* Network & wireless troubleshooting and resolution
* New employee office setup of machines, monitors, keyboards & mice
* PC Recycle projects
* Printer support troubleshooting and resolution

on-site field support to customers including installation, and servicing and repairing systems and equipment. Verifies and approves operational quality of system equipment.

* Resolves customer issues in the areas of hardware installation, repair, upgrade and maintenance. Assists in investigating and resolving complex installations and maintenance matters of significance.
* Instructs customers in the operation and maintenance of systems/equipment.
* Ensures issues are escalate to the appropriate personnel/service areas for follow up, testing and troubleshooting.
* Acts as a liaison with customers on administrative and technical matters for assigned projects.
* prepares reports on system problem trends and issues.
* Desktop PC and Notebook Warranty Repairs – Supplier shall manage equipment repair within the terms of the Microsoft OEM warranties.

**OCC Communication: (**April 2017 to May 2019**)**

Position: ​**Installation Tech**

Home security, internet and cable tv technician

**Pioneer Cable contractors** ​  **:(**july 2016 to April 2017)

Position: ​**Installation Tech**

Home security, internet and cable tv technician

**IM&R** ​*(Apr. 2011 – Feb. 2012)*​:

**Position: Lab Technician**

Accurate delivery of computer support and customer services; networked printing management; updating/upgrading all PC software and OS patches for the call-center; user account management (Active Directory).

**Tyler Junior College** *(*​ *Sept. 2010- Feb. 2011)*​:

**Position: Lab Technician**

User Account Management: PW resets; blocking DoS attack IPs; creative problem-solving and incident response; inventory of lab devices; overall setup and management of Computer Lab.

**Quantum Net Institute of technology Gambia** ​*(Oct. 2008*​ ***–*** ​*Aug. 2010)*​:

**Position: Lecturer**

Lecturer​​Aries proficiency, computer hardware and software; troubleshoot Office applications suite (Word, Excel, PowerPoint, Access, Outlook and HTML services); student support services; user account management; install/configure new devices, and maintained VMWare lab environments.

**NetPage Internet Service provider Gambia** ​*(Feb 2007 – Oct 2008)*​:

**Position:**​ ​**ISP Support Technician**

Management and support for ISP network - including all servers, modem banks, routers, switches, firewalls and associated connections located at the NOC. Managed wireless base stations, routers, switches, cabling and associated connections for customers. ISP network software maintenance and upgrades. Customer-centric tech support including installation and initial configuring of CPEs; readiness testing and vendor management.

**Ministry of health and social welfare Gambia** ​*(Nov. 2004 - 2007)*​:

**Position: ICT Support Technician**

Hardware and software inventory for Ministry officials and employees; network monitoring and incident response; troubleshooting; documentation; backups and recovery; OS patches and updates; hardware and software maintenance and management of digital lab for Ministry workshops and training events.

**Turist Internet café Gambia** ​(​*Sept. 2003 – Nov. 2004*​)

**Position: Internet Café Operator**

Maintained Internet Cyber-Pro for clientele; hardware and software troubleshooting/repair; desktop PC installation and maintenance; OS installs/support; system backups and restoration; email account management; all other network-related device and account management.

**Education**:​

**Edmonds Community College**​:

Network Technology Associate of Technical Arts (2014)

***- Honor-Roll and Dean’s List 2012-2014***

**MicroTech Institute of Multimedia and Technology**​: MCSE – Windows Server 2003: Planning, Designing and Maintaining Server 2003 Network Infrastructure/Active Directory

**Lasting Solution:**​ MCSA – Windows Server 2003: Implementing, Managing and Maintaining Server 2003 solutions.

**Quantum Associates**​: CompTIA A+ Certification

**Management Development Institute:** ​ Microsoft Applications Certified: Microsoft Word, Excel, Access, PowerPoint and business/technical writing.

**References:**

Perry Goodman

Manager Unisys(Microsoft)

Tel:

Email: [v-sbspg@microsoft.com](mailto:v-sbspg@microsoft.com)

Mustafa Rashid

Academic adviser

Edmond community College.

Email: mrashid@email.edcc.edu

Malamin Gassama

MicroTEch Institute of Technology Gambia

Email: mgassama@microtech.gm