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| **SHAMONTAE A. USORO**  10007 19th Ave SW, Seattle WA, 98106 | (206) 822-4059  Shamontae1981@gmail.com |

**SUMMARY**

The following shows my 10 year employment history. I am a talented and efficient professional with excellent skills in IT and Networking and over 5 years of experience in the Technology Services field. I have a Bachelor's Degree in Information Systems and Cybersecurity. A confident individual capable of managing projects independently, troubleshooting, and working in a team environment. Hands on experience and knowledge of networking basics and troubleshooting as well as ending my career as a Tier 2 support rep for a team of technicians. Seeking a challenging opportunity to further advance my professional skills and knowledge to assist in the success of the organization.

**PROFESSIONAL SKILLS**

* Understanding of Active Directory
* Common Access Card Authentication Trained
* Experience in Hotspot Installation and Configuration
* Experience with troubleshooting Basic Networking issues
* Expert in scan to email and scan to folder configuration/troubleshooting
* Basic Ability to Write Programs
* Enter, Run, and Debug Programs
* Understanding of Hardware Capabilities
* Knowledge of IP Addresses, subnets and gateways
* Experience with DNS setup and configuration
* Articulate and Professional
* Maintenance, repairing, troubleshooting and upgrading computer systems
* Basic understanding of Ports related to Networking
* Management experience
* Training experience
* System administration essentials
* Documentation
* File Transfer Protocol
* Microsoft Office Experience
* Customer Service Experience
* Administration Experience

**EDUCATION**

**ITT Technical Institute | Seattle, WA September 2015**

*Bachelor of Science in Information Systems and Cybersecurity*

**ITT Technical Institute | Seattle, WA December 2013**

*Associate of Applied Science in Network Systems Administration*

* GPA: 3.67; Awarded Honors

**EMPLOYMENT EXPERIENCE**

**Ricoh USA** April 2014 – August 2020

*Technology Services Support Technician Tier 2*

* Experience with fixing Ricoh devices such as a MPC color copiers
* Experience troubleshooting Amazon Lockers
* Hardware/Software upgrades
* Working knowledge with Amazon Web Services
* Worked with managed services support to troubleshoot more complex issues that cannot be resolved with Tier 1 support.
* Create troubleshooting articles and enhance user guides
* 5+ years' experience supporting enterprise applications
* Strong verbal and written communication skills, with an expert ability to present and communicate new ideas and concepts
* Managed my own inventory, update firmware and software for customers regularly and install drivers
* Lots of experience in installing machines and connecting them to the users to need access to print, copy or scan
* Run point on IT office inventory, hardware purchasing and shipping

**Elwood Staffing/Hertz Equipment Rentals | Ballard, WA** February 2008 - April 2014

*Yard Worker*

* Enhanced customer service skills through assisting customers in finding correct merchandise and completing personal demonstrations for customers to show how to operate products and machinery
* Effectively communicated and trained customers on how to safely operate the equipment by OSHA standards
* Updated the status of equipment in a Hertz Rentals database after servicing customers and preparing ready for rental