**SHIMRON GILL**

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**SUMMARY**

Dynamic and proven IT Specialist with experience in computer networking, operating system installation and with a sound knowledge and familiarity of different programing languages. I have experienced in product development, product test, and research, seeking a full-time position as an IT Technician at Z Networks June 2020.

**EDUCATION**

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

Arizona State University GPA: 3.0

**TECHNICAL SKILLS**

**Operating Systems:** Windows 7,8,10,2003,2008,2012, Linux, ubuntu, CentOS, RHEL.

**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.

**Programming:** Python, 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

* Successfully responded and prioritized requests for technical support and assistance.
* Identified and analyzed support issues, to determine cause, and to provide potential resolution.
* Provided guidance and recommendations for the most effective use of technology.
* Facilitated relationships with external organizations regarding technical issues and software functionality.
* Prepared and maintained procedural, educational, or related documentation/communications.
* Established standard work, best practices and define new standard work as appropriate.
* Installed and assisted in the installation and maintenance of technical equipment and software.

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

* Efficiently conﬁgured, troubleshoot, stacked, and upgraded code for Ruckus and Brocade routers and switches.
* Successfully installed, configured, and troubleshoot network infrastructure equipment (PDU, Terminal Server, KVM).
* Configured and maintained Windows and Linux VM deployment.
* Installed VMware ESXi vSphere Client 6.0/6.5/6.7 and performed RAID configuration.
* Configured and troubleshoot Red Hat Virtualization (RHV).
* Successfully operated and configured 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.
* Provide good customer service to engineers to troubleshoot and resolve network related issues.
* Monitored servers and data center equipment for failure and open service tickets as needed.
* Communicated directly with internal customers to build and modify proof of concept and other test environments.
* Created work instructions and documentation as part of the department knowledge base.

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

* To efficiently and carefully disconnect and reconnect desktop setup, monitors and docking stations.
* Work as a team player to inventory all systems and provide user issues to the team lead.
* Carefully racked and stacked server, perform cable management, wire mapping, and help assist in e-waste.
* Installed low voltage cable, security cameras, in-ceiling speakers by using the schematic diagram.