**Christopher S. Mimnaugh**

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**Barbara Rd**

**Phone (215) 294-0779 Hatboro PA, 19040**

# IT Professional Information Technology Generalist

* Successfully Install l hardware and software integration
* Knowledge Microsoft desktop software including MS Word 2010, Excel 2010, PowerPoint
* Independent self-starter focusing on results
* Good written and verbal communication
* Versatile in learning new technology
* Able willing to learn
* Leadership and training qualities

**Education:**

Transferred to ITT Tech: Plymouth Meeting PA Graduation September 2014

Course Studies for Associates Degree Computer Network Systems

## Value Offered

* Installing hard drives, Migration of computers
* Installing software
* Critical thinking and problem solving
* Working well with team members

## Technology Snapshot

***Network:*** TCP/IP Internetworking, Cisco Routers, Hubs and Wiring

***Desktop Applications:*** Microsoft Office 2000/ XP/2007/2010

***Hardware:*** PC Repairs, Troubleshooting, peripherals, installations

## Experience Highlights

**The Family Practice & Counseling Network May 2016 – July 2017:**

* Provide support to end users through remote support, email and phone
* Manage the Helpdesk ticketing system with resolution and closing out with resolution
* Documents knowledgebase with how to resolve issues form troubleshooting
* Collaborates to provide support and resolve issues as quickly as possible
* Provides 24x7 support on all critical systems
* Configure layer 3 Cisco routers and Meraki switches to improve bandwidth usage
* Monitors Cisco Meraki access points and switches through the Meraki Dashboard
* Perform necessary software upgrades, updated virus protection and HIPPA compliance upgrades
* Build and setup desktop PCs, Laptops, smart phones
* Configure office phones and users in the SHORTEL phone system server
* Create users using Active Directory, setup email accounts in Exchange 2013, Centricity Setup
* Provides end user training to newly hired employees
* Proactively identifies potential problems and advises management of issues and trends

**Kelly OCG September 2011 – April 2016:**

* Installing and configuring equipment
* Troubleshooting network issues
* Configuring terminals for copy, faxing, scanning, printing
* Troubleshooting printer problems and network issues

**Network Experience:**

* Installing new PCs
* Troubleshooting network issues
* Configuring printers and peripherals
* Replacing hard drives and motherboards
* Uploading drivers and updates
* Installing operating systems
* Troubleshooting connectivity issues
* Configuring Cisco routers and switches
* Installing to the patch panel from the switch
* Training end users with the latest technology
* Keeping up with new strategies for network related software and hardware deployment.

As I am currently studying for my CCNA certification along with studying for other certifications A+ certification

Microsoft certifications

Security certifications for VoIP

References: Upon Request

Salary Desired: $55,000 - $65,000