|  |
| --- |
| **Contact**  Seattle, WA  206.618.7427  fadliebra2012@gmail.com  [LinkedIn](http://www.linkedin.com/in/fadil-jemal)  **Key Expertise**  Systems Administration  Networking & Routing  Troubleshooting  Firewall Installation & Management  System Configuration & Installation  Complex Problem Resolution |
| **Education**  Bachelor of Applied Science in Information Technology Networking, 2018  Associate of Arts Degree in Network Design Administration  Seattle Central College  **Coursework:**  Network Management  Network Communications  Intro to Computer Hardware  Network Operating Systems  Enterprise Applications  Network Management CISCO I,II,III  UNIX for Network Admin  Intro Network Security  Enterprise Routing CCNP  App & Networking Monitoring  DEVOPS Administration  UNIX Operating System |

Fadil Jemal

Network Administrator

**Determined 🞍 Deadline Driven 🞍 Adaptable 🞍 Thorough 🞍 Team Player**

A recent graduate living out a proven passion and strength to troubleshoot, maintain, and manage IT and Network Administration initiatives. Recognized for delivering projects and solutions early and connecting and providing exceptional customer service. Making sound decisions to drive program/projects, ensuring seamless execution and company goals and objectives met.

***Known for quickly adapting to operations and keeping the IT department running smoothly.***

TECHNICAL PROFECIENCIES

C#, Python, Automation, XML, WAN/LAN, Linux, Windows, MySQL, MS Office, Active Directory, Firewalls, Switches, Routers, TCP/IP, DNS/DHCP, AWS

CAREER PROFILE

**Service Engineer ▪ 2019 – Present**

Microsoft**,** Zen3 Infosolutions Vendor Team Microsoft New Capacity, Redmond, WA

Joined and actively worked with the New Capacity Team in Exchange Online Protection to expand, maintain, and debug different aspects of new forests and sites while bringing up and helping push a highly available and scalable infrastructure for whatever resource it may need

* Helped lead and organize roles to better streamline process as well as advocate for fellow team members supporting their technical and work-related needs.
* Conduct several training sessions with new personnel and other members needing instructional training. Specialized in breaking down complex concepts into easy to understand vernacular and pinpointed confusion in the team to resolve on the spot.
* Work on Rack Elevation, Server Import, Deployment for new sites
* configure, monitor, and maintain sites and forests in Datacenters using Microsoft resources and RAS to work remotely on different regional forests and their sites such as but not limited to San Antonio, Boydton, Dublin, Amsterdam, Vienna, etc. I have extensive experience using the following.
* PowerShell (Scripting, module creation, Functions creation), Remote Sessions and custom commands, Debugging Datacenter Servers, Blades, Racks, TOR’s (Switches), Chasses Manager and Active Directory.

**Systems Specialist ▪ 2018**

Caliber Home Loans

Maintained asset inventory and hardware health for a staff of 60 employees across 10 sites throughout Washington. Hardware included laptops, phones, all networking equipment, routers, desktops, and monitors for latest Dell and Lenovo hardware.

* Point of contact for troubleshooting and managing hardware health checks and failures on all equipment (up to 60 per day), sending out warrantied items and updating system accordingly.
* Ensured all software was updated by performing Windows/Lenovo desktop/laptop imaging and maintenance as needed.
* Troubleshoot and identified outdated, malfunctioning, and properly operating hardware to determine disposal, repair, and/or updates needed.

**Information Technology Computer Support Assistant (*Internship*) ▪ 2018**

Downtown Emergency Service Center

Spearheaded end to end execution and management of corporate IT conversion from hardware to a cloud-based network (*from desktop to cloud windows 10*) for more than 20 locations.

* Deployed, staged, and lead team to finish hardware transfer under scheduled due date.
* Partnered with 2 IT team members and helped transition ~500 clients and employees, coordinating installation and configuration with managers and supervisors.
* Trained employees on how to use Windows 10, delivering IT hardware and software support to DESC clients on Rapid Scale cloud-based virtual desktop environment.
* Navigated multiple programs/projects simultaneously, creating a joint domain and installing and configuring Dell/Lenovo thin client, firewalls, printers, laptops and workstation setup.

**Network Engineer (*Practicum)* ▪ 2018**

Seattle Central College

* Developed application with C# and Python using automation script to install open-stack.
* Accountable for configuring and installing a wide range of network equipment including Cisco and IBM hardware.

**Additional Position:** Logistics Agent ▪ 2015 - 2016