**William Malin**

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**Career Objective**

Seeking full-time position as a Network Engineer to maximize my investment in foundation networking knowledge and increase the value of my employer's network.

**Professional Summary**

* Versatile Cisco Certified Network Associate Routing & Switching (CCNA R&S) expired in 2019 with over 20 years of total IT experience
* Adept at maintaining Cisco hardware, designing small scale network upgrades, and troubleshooting network connectivity issues
* Sound analytical abilities
* Able to successfully and easily troubleshoot problems in hardware, software, cabling, configuration, and network connectivity
* Excellent interpersonal and written/verbal communication skills
* Relates well to management, staff, and all involved
* Experienced with training and supervising personnel
* Excellent customer service skills
* Self-motivated, organized, and a team player

**Certifications**

* Cisco Certified Network Associate Routing & Switching (CCNA R&S) 2016 expired in 2019
  + - * 1. Certificate Verification No. 425935400456BNCG

<http://www.cisco.com/go/verifycertificate>

* Cisco Certified Entry Networking Technician CCENT

**Professional Experience**

**Self-Employed – June 1994 – present**

Providing technology solutions with the highest level of customer service. Offering services designed specifically for the small business that needs help managing their computers, servers, and network so their business can run smoothly. Providing solutions for the residential customer that relies on technology for work, schooling and entertainment.

* Network and desktop support to small businesses and residential customers building a robust client base of satisfied and return clientele
* Restaurant point-of-sale (POS), installation, maintenance, and troubleshooting
* IP addressing configuration (Layer 3)
* LAN/WAN equipment setup, routers, Ethernet switches, cabling, wireless access points, troubleshooting, etc.
* Mac Operating systems (OSX, IOS for iPhone, iPad), backing up data, re-installation of MacOS (factory reset), and restoring data and applications
* All levels of support covered (Levels 1, 2, and 3)

**Network Specialist Contractor, Sept. 2010 - present**

Accepted Network Specialist contracts through multiple IT placement agencies (Robert Half, Modis, Apex, Insight, etc.) to gain new skills and contacts. Assisted with multiple short-term IT projects for a diverse range of companies with a particular emphasis on networking responsibilities.

**Cedars-Sinai Medical Center (NTT DATA) - Los Angeles, CA (Feb - Nov 2019)**

* Windows 7 to 10 migration – hospital-wide
* Used User State Migration Tool (USMT) to save and restore user data/profiles
* Workstations done remotely while doing laptops that were collected then returned

**Network Engineer, Adventist Health – Bakersfield, CA (Contract March - May 2018)**

* Maintained and administered entire campus network including Cisco switches & routers (approx. 65 total), racks, patch panels, cabling, (CAT6 & fiber optic) APC UPS’s, WAP’s, and Cisco configurations (254-bed hospital)
* Troubleshot, diagnosed and resolved hardware, software, and other network and system problems
* Replaced faulty network hardware components when required
* Conferred with network users about solving existing system problems
* Coordinated computer network access and use
* Upgraded the IOS images to latest version on many outdated Cisco switches

**Phenomenex – Torrance, CA (Contract Nov 2017 – Jan 2018)**

* Windows 7 to 10 migration (150+ laptops)
* Backed-up and migrated all user data, settings, network printers, mapped network drives for 150 employees
* Streamlined process using USMT (User State Migration Tool) to drive productivity up 50%+
* Worked with minimal supervision and completed the project ahead of schedule

**Cedars-Sinai Medical Center - Los Angeles, CA (Contract Aug - Nov 2017)**

* PC refresh project 500+ computers
* Used Active Directory to add and remove computer accounts
* Worked remotely to increase productivity

**UCLA Health - Los Angeles, CA (Contract April - June 2017)**

* PC refresh project 600+ computers
* Used USMT (User State Migration Tool) to complete process in an automated way that saved time
* Printer server migration project 800+ PCs
* Finished project ahead of time

**Healthbridge Children’s Hospital - Orange, CA (Contract 1 month 2017)**

* Used FOG imaging software to image & deploy Windows 7, Windows 10, Office 365, Vipre, and other applications
* Reorganized server room; moved routers, switches, and patch panels into a new rack

**Nestlé - Glendale, CA (Contract 1 month 2016)**

* Backed-up and migrated all user data, settings, network printers, mapped network drives for 150 employees
* Worked with minimal supervision and completed the project ahead of schedule

**Forever 21 - Los Angeles, CA (Contract 1 month 2016)**

* Project assisting Help Desk get amount of open tickets under control
* Remotely troubleshot all hardware, software, and network connectivity issues for 600 retail locations worldwide

**Cedars-Sinai Medical Center - Los Angeles, CA (Contract 3 months 2013)**

* Upgraded and serviced PCs within active medical departments, maximizing efficiency while minimizing disruption in a fast-paced environment of over 10,000 employees
* Packed, moved, installed, and cabled hundreds of computers to their new building

**The Home Depot - Atlanta, GA (Contract 4 months 2011)**

* Team member in early stages of SWIPE5 nationwide project, a large, ongoing upgrade of Cisco Wireless and Ethernet system
* Upgraded installations of Cisco wireless access points and Cisco Catalyst 3750 switches, completing installations overnight to ensure on-time 6am store opening
* Used floor plans to install new access points improving system performance and customized installations of weather-proof outdoor NEMA enclosure
* Supported and trained new team members
* Tested wireless access throughout the store upon completions; results met highest client expectations
* Systematically documented and photographed all installations and upgrades

**NCR / McDonald’s Roll Out - Duluth, GA (Contract 6 months 2010-2011)**

* Upgraded McDonald’s POS systems and software in various McDonald’s locations for nationwide upgrade rollout
* Team member in flexible work group installing site-customized hardware & software upgrades and supporting both technicians and end-users
* Replaced/upgraded hardware & software including cabling, monitors, registers/ computers, mounting brackets, Ethernet switches, credit card machines (VeriFone), and back office servers (Windows 2003 Server)
* Performed cable management, inventory of supplies in shipments, (re)imaged registers/computers/servers, receipt printer and LCD monitor mountings, and PIN pad installations for debit purchases
* Completed work overnight to ensure each McDonald’s on-time daily opening
* Documented, photographed, and audited installations done by others as needed for the helpdesk database

**PC Fixer - Los Angeles, CA - Jan 2015 – Jan 2016**

**IT Support Specialist**

* On-call support for desktops, laptops, network servers, mobile devices (iPhones and Androids)
* Troubleshooting network connections, optimization of performance, and upgrades/new installs
* Restaurant point-of-sale (POS), operating system, application, and setup/troubleshooting
* IP addressing scheme (Layer 3)
* LAN/WAN equipment setup/troubleshooting, routers, Ethernet switches, cabling, wireless access points, etc.
* All levels of support covered (Levels 1, 2, and 3)

**Volubilis Foods - Waterbury, CT - Nov 2011 - Apr 2012**

**Network & Systems Administrator**

Installed original network in 2008 when business was new. Company requested my return in 2011 to upgrade and support their system full-time.

* Installed, configured, and cabled network from the ground up using Windows 2003 Server Standard x64 R2
* Installed router, Ethernet switch, servers, patch panel, rack, APC UPS, and CAT5E cabling
* Provided support and instruction to fellow team members and end users
* Transitioned to SME Server 7.5.1 (Linux-based) in 2011
* Tailored SME server's backup functions to company's needs, then scheduled and managed nightly backups
* VIP support level

**Alliance Limousine - Stamford, CT - May 2007 - Jan 2010**

**Network & Systems Administrator**

Responsible for resolving all hands-on issues for over 50 on-site users in all ranges of technologies and departments. Supported all staff from the CEO down.

* Maintained hardware and performance of switches, patch panel, VPN router connecting Connecticut and California offices, and Internet access via T1 line
* Provided local user support to all employees (executive, dispatch, reservation, and accounting) and remote network support to satellite office in Los Angeles through VPN connection
* Maintained system of six Dell PowerEdge servers running Windows 2003 Server Standard Edition and Windows 2000 Server mixed environment with desktop PCs on Windows XP Professional
* Supported and resolved problems with all ancillary equipment (printers, wired and wireless connectivity, etc.)

**PC Troubleshooter, Inc. - Stamford, CT - Jan 2004 – Aug 2005**

**Owner/Operator**

Opened store-front business performing regular problem solving, repairs, maintenance, and upgrades for a broad range of consumers (1,500+) with the highest level of customer service. Retail sales of computers and accessories. Remote troubleshooting and phone support using excellent verbal communication skills.

* Full-service computer support, including virus removal, data recovery, transfer of data to new devices, and a broad range of software and hardware support
* Provided "house-call" service to small business owners for network installation, maintenance, and support to keep their businesses running smoothly
* Diagnosed, researched, documented, and resolved technical issues surrounding Windows Vista/XP/ME/2000/98/95, MS Office, various email clients, internet connectivity, hardware installation and configuration, virus removal

**Technical Expertise**

* Cisco Routers – 1900, 1800, 800 series
* Cisco Switches – 2960, 4500, 6500 series
* Cisco Internetwork Operating System (IOS)
* OSI and TCP/IP models, TCP and UDP protocols
* Three-tier architectures, Network topologies Star, Mesh, Hybrid
* Frame Relay, HDLC, PPP
* FHRP Technologies - HSRP, VRRP, GLBP
* Static, Dynamic, and interVLAN routing: OSPF, EIGRP, Route Summarization
* Subnetting, VLSM, IPv4, IPv6, TCP/IP, CDP
* DNS, DHCP, TFTP, NAT, PAT, NTP operation
* VLANS, Trunking, DTP, VTP, EtherChannel
* STP, RSTP, PVSTP
* Troubleshoot network connectivity issues using ICMP, (Ping and Traceroute)
* Cisco Discovery Protocol (CDP), ARP
* Layer 2 and Layer 3 Cisco Switches
* Switch Port Security
* Configuration of Access Control Lists (ACLs)
* Basics of SNMPv2, SNMPv3
* Backup and restore device configuration
* Cisco IOS upgrades and recovery (FTP, TFTP)
* Cisco Networking Academy Alumni