

Dominick Smith

A highly motivated and skilled Software Development Student with an Associate's degree in Computer Networking, offering a solid foundation in Python, HTML, CSS, and JavaScript. With a deep understanding of computer systems and a track record of hands-on project experience, I thrive in fast-paced, innovative environments. As a fast learner, I'm committed to expanding my expertise and delivering impactful, results-driven solutions. Ready to apply my growing portfolio of live project demos to contribute to forward-thinking teams and drive technological success.

RELEVANT WORK EXPERIENCE

Global IP Networks, Plano – Data Center Technician

APR 2024 – PRESENT

- **Install and Maintain Hardware:** Set up, configure, and maintain servers, storage systems, networking equipment, and other hardware.
- **Monitor System Performance:** Continuously monitor the health and performance of data center infrastructure, including servers, cooling systems, and power systems.
- **Troubleshoot and Repair:** Identify and resolve hardware, software, and networking issues quickly to minimize downtime.
- **Ensure System Security:** Implement security protocols, patch systems, and perform regular security audits to protect against cyber threats.
- **Data Backup and Recovery:** Manage data backup systems and ensure recovery processes are functioning correctly.
- **Cable Management:** Organize and manage cables to maintain an efficient and organized data center environment.
- **Coordinate with Vendors:** Liaise with hardware and software vendors for parts, troubleshooting, and updates.
- **Conduct Preventive Maintenance:** Perform regular maintenance on hardware systems, including cleaning and replacing faulty components before failure.
- **Manage Inventory:** Track and manage inventory of hardware and software tools used in the data center.
- **Ensure Compliance:** Adhere to industry best practices, regulatory standards, and internal policies for data center operations.
- **Assist in Network Configuration:** Help with configuring and maintaining network setups, including routers, switches, and firewalls.
- **Documentation:** Keep detailed logs of maintenance, repairs, upgrades, and troubleshooting actions.
- **Support and Troubleshoot Network and Storage Issues:** Assist with diagnosing and resolving network connectivity issues and storage-related problems.

O'neil Digital Solutions, Plano – NOC Engineer

JUN 2022 – OCT 2023

- **Hardware & Software Troubleshooting:** Delivered troubleshooting for hardware and software components, consistently meeting customer SLA requirements and reducing downtime by 15%.
- **Ticket Tracking & Issue Resolution:** Utilized Jira to monitor and update ticket progress, ensuring timely issue resolution and enhancing customer satisfaction.
- **Network Monitoring & Performance Optimization:** Monitored network health and performance, identifying and addressing issues proactively to minimize downtime and ensure service reliability.
- **Incident Management & Escalation:** Managed incident response for network outages or disruptions, escalating critical issues to higher-level support teams when necessary to maintain service continuity.
- **Technical Documentation:** Maintained and updated technical documentation, ensuring reliable references for the team and supporting compliance with IT standards.
- **System Upgrades & Patching:** Performed regular system updates and patch management for network devices and infrastructure, ensuring systems remain secure and up-to-date.
- **Collaboration with Cross-functional Teams:** Worked closely with other IT teams (security, server, application) to ensure seamless network integration and resolve complex technical issues.
- **Root Cause Analysis:** Conducted root cause analysis on recurring network issues, implementing long-term solutions to prevent future disruptions.

EDUCATION

Western Governors University, Utah – Bachelors of Science – Software Engineering

MAR 2025 – PRESENT

Collin County Community College, Texas – Associates of Science– Computer Networking

AUG 2020 – MAY 2023

SKILLS

- **Programming Languages:** Proficient in Python, HTML, CSS, JavaScript, React, and NextJS, with a passion for building scalable, user-friendly applications.
- **Networking Expertise:** Skilled in setup, administration, and troubleshooting of networks, including DNS, LAN, VPN, and Remote Management. Adept with wireless technologies and network optimization.
- **Tools & Technologies:** Experienced with Git, Linux, Windows Server Active Directory, Mobile Device Management (MDM), Office 365, Azure Active Directory, and ticketing systems like Jira & Confluence, ensuring streamlined project management and efficient workflows.
- **Soft Skills:** Strong problem-solving and critical thinking abilities, with a knack for clear communication and effective teamwork. Expert at time-management and delivering exceptional customer service.