

Elias Roussos

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Education

2016

AS, Computer Technologies

Great Bay Community College, Portsmouth NH

Certifications

June 2019 - November 2019 (In-Progress)

UNH Coding Boot Camp Certificate

<https://training.unh.edu/coding-boot-camp-certificate>

CompTIA

CompTIA A+

February 2018 - February 2021

Verification Code: 4H6VS3VN3HVQ1CCX

Verify at: <http://verify.CompTIA.org>



Skillsets

Microsoft Windows

- Active Directory Users and Computers
 - User Creation/Maintenance in a domain environment
 - Group Creation/Maintenance - Security and Distribution
- Print Queue/Server Management/Printer Deployment
- PowerShell
 - Running cmdlets
 - Running reports
 - Remote connection to AzureAD/o365

Networking | TCP/IP

- IP addressing/classification
- Robust troubleshooting of network connectivity issues
 - Mobile Devices
 - Server-side
 - Desktop
- Deep understanding of the 7-layer OSI model and how it pertains to troubleshooting
- Knowledge of the well-known ports and their associated protocols/services

SQL

- Able to write SQL queries to retrieve data from SQL databases
- Working knowledge of common SQL functions
- Understanding of the relationship between SQL servers and the applications that access them
- Comfortable in CLI and in GUI environments

Soft Skills

Troubleshooting/Working with end users

- Efficient communication skills, consistent follow/ups
- Capable of creating knowledge resources for users in order to further enable them
- Strong Critical Thinking skills
 - Robust step-by-step troubleshooting
 - Identify the affected services
 - Identify exactly where the source of the problem is
 - Utilize existing knowledge to inform and expedite the troubleshooting process
 - Robust testing of proposed solutions

Learning/Adaptability

- Readily asks questions when learning
- Quick on the update of unique characteristics of organization policy
- Detail oriented and a stickler for proper procedure

Leadership Experience

- Vice President Portsmouth Campus, Great Bay Student Government Association | Jan 2015 - Jun 2016
 - Disbursed Club Funding to Clubs
 - Managed Scheduling for SGA sponsored club activities
 - Acted as a liason between SGA and the Club Executive Boards

Reference: Michael Fischer

Email: mfischer@ccsnh.unh.edu

- Granite State Choral Society Board of Trustees, Member-At-Large | 2017 - Current
 - Votes on Organization Financial Decisions, Policy Decisions
 - Recruits Sponsorship/Enrollment for the Organization
 - Defines and Executes Strategic Goals for the Organization

Reference: Elizabeth Tonkins-Agea (President)

Phone: 603.952.5641

Email: eagea@extremenetworks.com

LinkedIn: [linkedin.com/in/eagea](https://www.linkedin.com/in/eagea)

Relevant Experience

Desktop Support Analyst (Allscripts York Hospital ITO Site) | April 2018 - June 2019 (End June 28th)

- Responsibilities:
 - New User Creation/Maintenance in AD and various Hospital Services
 - Basic Server administration
 - Network Troubleshooting
 - Software install/imaging hospital computers

Reference: Monique Tremblay

Title: MS Manager IT Service Delivery

Phone: 207.351.2363

Email: MTremblay@yorkhospital.com

LinkedIn: [linkedin.com/in/monique-tremblay-502a5812](https://www.linkedin.com/in/monique-tremblay-502a5812)

Reference: Ed Sovetsky

Title: Director of Information Technology, Managed Services

Phone: 207.351.2092

Email: Edward.Sovetsky@yorkhospital.com

LinkedIn: [linkedin.com/in/edward-sovetsky/](https://www.linkedin.com/in/edward-sovetsky/)