

SAHR KOROMA

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Summary

Knowledgeable Network Technician bringing over 8 years' experience in client support, network administration and device support. Competent in using technical skills and root cause analysis techniques to resolve failures and maintain user productivity. Desire for long-term position in web development, as i am looking forward for a successful career change with room for career advancement.

Skills

- Troubleshooting and diagnosis
- Network configuration
- Fault isolation
- User training
- PPE use
- Decision-making
- Organizational skills
- Working collaboratively
- Collaboration
- Flexible
- Safety awareness
- Installing equipment
- Configuring devices
- Instructing customers
- Writing reports
- Using instruments
- Time management
- Reliable and trustworthy
- Active listening
- Friendly, positive attitude
- Team building
- Multitasking
- Work ethic
- Communication
- Schematics reading
- Timely project completion
- Structured cabling and wiring
- High-speed internet repair
- Field installation

Experience

Network Field Technician | AT&T - Houston, TX | 07/2013 - Current

- Installed and repaired high speed internet service, IPTV and VoIP services using network cables, including fiber optic cables, Ethernet cables and other networking cabling and conduits.
- Installed wiring, cabling and devices to establish, repair and improve network operations.
- Configured all hardware devices and software settings to optimize and stabilize network performance.
- Demonstrated self-reliance by meeting and exceeding workflow, client and company needs.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Provided IT and software trouble-shooting support to clients.
- Delegated all daily tasks and processes for the company's products.
- Created and updated technical documentation for network installations and changes to existing installations.
- Troubleshoot and resolved issues with peripheral devices such as printers and copiers for end users.
- Evaluated local area network (LAN) and wide area network (WAN) performance data to verify availability and speed, identifying network problems.
- Trained team members and users in newly implemented and emerging technology to enhance business productivity.
- Updated and reconfigured existing and new computers with current software and operating systems.

Education and Training

University Of Texas At Austin | Austin, TX
Post Graduate Certification: Web Development

University Of Texas At Austin | Austin, TX
Post Graduate Certification: Cloud Computing

DeVry University | Downers Grove, IL | 06/2020
MBA: Management Information Systems

Njala University | Sierra Leone | 03/2010
Bachelor of Science: Agriculture (Major: Soil Science)