**Harmon Raef**

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LAN Technician | IT Specialist | Help Desk | Data cable Tech | JR Network Admin

**Active Secret Security clearance DoD**

**Certifications**

* Security +
* Network +

**Technical Skills**

Lintech Global: 2021‐ present, LAN Tech/Jr Network Admin, San Antonio Texas

* Ensured network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
* Maintain Network infrastructure in several buildings across San Antonio (main locations were Lackland JBSA and Randolph JBSA)
* Assisted in troubleshooting complex layer 1, 2 and 3 connectivity and recommended solution for better performance.
* Tracked Port Security violations on switches
* Tracked Port connections, authenticate, and verify network connectivity on switches
* Helped with removal and installation of servers in Data Center environment
* Routinely work with network engineers regarding network updates and projects
* Worked in a team to perform regular network maintenance
* Documented, tracked and monitored tickets through Service Now
* Helped users on site and off site.
* Handled end user support requests by email and telephone.
* Coordinated all end-user projects as assigned

United states army reserve: 2019‐ present, PV2 enlisted IT/help desk Technician, 363rd

Quartermaster battalion, San Marcos Texas

* Provide telephone and in person support to over 20 end users, troubleshooting, diagnosing, resolving and documenting hardware, software, and network related issues
* Manage ongoing computer hardware, software and network related technical issues
* Provide troubleshooting for software systems and system hardware on areas such as IP conflicts, TCP/IP routing, satellite signal acquisition, data path transmission and related irregularities
* Experienced with cisco routers and switches, as well as related products
* Provide hardware and software technical support for military computer and communications hardware and software.
* Support monitoring and reporting of the user data protection and backups.

Home Pro: 2020-2021, Quality control, Austin/San Antonio Texas

* Install and perform troubleshooting of fiber‐based cable, phone, CAT 5‐6 cables
* Handle 10‐20 plus service calls with 99% satisfaction from customers daily
* Trained several techs in company standards
* Maintained company best practices
* Inspect, install and repair cable, internet and phone services via wireless, coaxial and CAT connections
* Educate customers on company policies as well as data cable standards

Camp Bow Wow: 2014- 2020, Manager, Austin Texas

* Lead and motivate team to maximize productivity.
* Grow company social media platforms.
* Promote and advertise company at marketing events.
* Completed inventory and created employee schedules routinely and on time.
* Grew company profits by 66%
* Improved overall customer satisfaction and ratings.
* Reduced employee turnover rate by 20%
* Lowered employee payroll by 10%
* Experience in handling and supervising multiple employees.
* Served as IT technician for multiple locations in San Antonio and Austin Texas

**Education**

* Completed associates at Northeast Lakeview community college
* completed U.S Army 25B 6‐month IT specialist training program

**Additional Training**

* Cisco‐ Introduction to Networks
* Cisco‐ Routing and switching essentials
* Army advanced individual training‐ Security plus Fundamentals
* Army advanced individual training‐ Window servers 7‐10
* Army advanced individual training‐ VOIP phones installation and troubleshooting
* Army advanced individual training‐ NIPPR and SIPPR configuring and troubleshooting.