**PROFESSIONAL EXPERIENCE**

**Charter Spectrum**

**Internet/Voice Technical Support February 2018 – Present**

Internet/Voice Support: Provided Residential customers with a high level of technical support for, spectrum internet and home phone products. Along with numerous amount of customer owned devices. Responded to network problems and stability concerns, handling difficult and complex connectivity problems, while proactively utilizing all diagnostic and monitoring tools available to ensure uninterrupted service for our customers.

* Provide high level of customer service over the phone in an efficient, friendly, and knowledgeable manner
* Communicate problems as appropriate to management
* Provide assistance and troubleshooting for wireless
* Answer customer questions on digital phone features and services
* Troubleshoot internet connectivity with customer owned devices while staying within scope of support
* Willingness to learn and stay current with new internet connected devices including mobile phones, gaming systems, computers, and other in home technology
* Perform other duties as assigned

**CTS at Seminole State College**

**Network & Smart Classroom/ IT Library Help Desk April 2017 – December 2017**

IT Library Help Desk: Acted as a technical liaison providing network and technical support for over 32,000 students, staff and faculty of Seminole State College. Responsible for high guest impact/high visibility problem resolution and escalation.

* Functioned as the sole IT technician for Sanford/Lake Mary Campus, during the morning shift. Making sure the one hundred- fifty workstations were always working. Which included desktops, laptops and tablets.
* Task Integration Management System(TIM)- multi-channel creating tickets via email, phone calls, and a web-based self-service portal. Ensuring timely resolutions by defining response and resolution SLAs with defined escalation paths.
* Handle inbound calls, outbound calls, email, incidents, and requests to provide hardware and software support to resolve system/application administration and configuration issues for students, staff and faculty.
* Trouble-shooting system administration issues such as installation of software, managing operating systems, root cause analysis, system boot procedures, and backup & restore procedures.
* Making sure the Dell workstations were securely encrypted traffic traversing the network, in order to adhere to PCI compliance standards.
* Provided executive support for remote access network solutions using two-factor authentication.
* Drafted multiple procedures for the Continuous Improvement Team that were entered into the Support Center’s knowledge base.

Network & Smart Classroom: Responsible for the implementation, configuration and operation of firewalls, routers, switches, access points, across 200 acres of campus, with over 5,000 network nodes. Helped engineers with technologies, internal business processes and change management policies. Focuses included:

* Implementation of the following converged network technologies:
  + MPLS VPN and GRE Network Virtualization Overlays
  + Quality of Service
  + Multicast
  + Network Access Control (802.1x)
* All aspects of technology refresh: succession planning, device procurement, hardware and software validation, configuration migrations, and hardware replacements.
* Troubleshooting computers over the phone or by remote access.
* Assisting instructors with the use of computer equipment.
* Configuring new laptop computers.
* Installing and maintaining workstations applications and smart classroom controls.
* Logging, dispatching help and tracking user requests until they are completed.
* Monitoring critical operational systems.
* Equipment’s: OptiPlex 9020 Unity, Epson: Power lite 685w lumen wxga ultra-short throw 3lcd projector

**EDUCATION**

**Information Systems Technology – BS, Network Security,** December 2017, Seminole State College

*Seven (7) consecutive semesters on the President’s List.*

*Notable Courses:* Applied Security, Enterprise Security, Mobile Security, Network Design and Planning, Information Systems Operations Management, Securing the Cloud, Principles of Telephony, Wireless Networks and Portable Devices, Database Management, Database Design/Architecture, Discrete Computational Analysis, Information Systems Analysis and Design, Capstone Project

*Select Projects:* (1) Set up a secure WAN to connecting: 10 government buildings, 5 Elementary Schools, 2 Middle Schools and 2 High Schools.

(2) Design a new Database System for a Home Improvement Company. Set up LAN for each site and a WAN connecting them together. Also included: VoIP solution, Web Site, Security Policy, Gantt Chart, and Financial Analysis.

(3) Migrate legacy system to the Cloud.

*Education continued*

**Information Systems Technology – AA**, Seminole State College

**IT Client Specialist –Completed, Magna Cum Laude**, Seminole State College

**Law Enforcement Basic Recruit Vocational Certificate**, Seminole State College

**TECHNICAL SKILLS**

*Software:*

Operating Systems: Windows XP/Vista/7/8.1/10

Software: MS Office 2003/2007/2010, Visio, SQL, Oracle, PeopleSoft

Network Devices: Cisco IOS, NX-OS, Cisco ACS, Policy Manager, VoIP

Tools: Cisco Packet Tracer, Wireshark

*Hardware:*

Switches: Cisco Catalyst 2900/3550

Routers: Cisco Routers – 800/2600/2800

Firewall/Security: Cisco FWSM

Wireless: Cisco 80xx, Aironet 11xx Access Points

**ADDITIONAL WORK EXPERIENCE**

**Customer Service/ Assistant Manager September 2013 – December 2016**

**M&S of Deland Gas Corporation**

Customer Service: Interacting with 100-300 customers, on a daily basis. Ensuring the customer’s satisfaction was definite.

* Count money in cash drawers at the beginning of the shift to ensure the amounts were correct and there was adequate change.
* Maintain clean and orderly checkout area.
* Great customers entering establishments. With many returning customers.
* Issue receipts, refunds, credits, or change due to customers.
* Receive payment by cash, credit cards or automatic debits.
* Establish or identify prices of goods, services or admission.
* Resolve customer complaints.
* Calculated total payments received during a time period, and reconcile with total sales.

Assistant Manager: Assisted the manager in performing HR duties such as interviewing, hiring and training gas station staff.

* Establish Stock needs, interact positively with venders and customers.
* Maintain inventory and minimize and pilferages.
* Helping supervise the employees, manage staff and assign duties.
* Determine merchandise and services to be sold; implementing price and credit policy.
* Resolve customer complaints.
* Review timecards and employee schedules, ensure all shifts are covered.
* Training new employees.
* Create reports showing the daily and monthly sales. The corporation increased was by 2-3%, in net revenue annually.
* Process merchandise, returns and exchanges.
* Keep periodic balance sheets of amounts and numbers of transaction.

**LANGUAGES**

**Fluent**: English, Bangla, Hindi and Urdu