**Monikka Edgeston**

Oak Park, Illinois | (309) 750-9560 | [m.edgeston130@gmail.com](mailto:m.edgeston130@gmail.com)| https://monikkakindacodes.github.io/

**Objective:** Seeking to secure a full time position where I can utilize the skills I’ve acquired from previous positions ranging from customer service to technical troubleshooting.

**Operating Systems**: Windows 7/10/ Server 2012/2016, Mac OS X, Linux distributions: CentOS, Red Hat Enterprise Server, Ubuntu, VMWare EXSi

**Remote Applications**: Remote Desktop, SSH, Telnet, Dell iDRAC, HP iLo, Microsoft's Remote Desktop, Solar Wind's N-Central, Connectwise, Tight VNC

**Tools & Protocols**: DCHP and Static IPs, DNS, TCP/IP, Apple Configuration Tool, Putty, Command Prompt, CLI, Patching, PXE, Google Admin, Command Prompt, Powershell, GAM Script, GitHub, Git

**Extended Knowledge**: Office 365, Libre Office, ZOOM, WebEx, VPN, RSA Token, Active Directory, N-Able, PXE, Skype for Business, Slack, Jira, Conflience, Life Size & Cisco Conferencing Technologies, LDAP(Apache Director Studio), HTML5, CSS3, JavaScript, Bootstrap

**Education**

**Moraine Valley Community College**

Associates of Science

Palos Hills, Illinois

Graduated May 2016

* **GPA achieved:** 3.3/4
* Related courses: IT Essentials, Calculus and Analytical Geometry I,II & III, Differential Equations, Intro to C++, Electronics I and Electronics II

**Udemy Courses**

* The Web Develop Bootcamp -Colt Steele
* The Complete 2020 Web Development Bootcamp – Dr. Angela Yu

**Employment History**

**Vail Systems**

IT Systems Administrator

Chicago, Illinois

March 2020– Present

* Providing front-line IT user support for a plethora of hardware and software issues.
* Responsible for security patch updates. Patching all of Vail/ Versay machines with the latest stable patches for the following applications: Google Chrome, Firefox and Zoom Video Communications.
* Using the Atlassian system to document tickets, create reference wikis , and update PO information on purchases.
* Methodically troubleshooting issues while providing customers with status updates and taking action that is consistent with the available facts, constraints, and probable consequences.

**Mintel**

IT Support Associate

Chicago, Illinois

September 2019 – March 2020

* Providing front-line IT user support for hardware and software issues, supporting Mintel’s 1,000+ employees, remote and onsite.
* Being in charge of Triage multiple times a day using Jira, editing/ updating Confluence configuration guides, configuring laptops and accounts for new hires, OS upgrades, and other IT related side projects.
* Planning, scheduling and setting up audio and video for all company meetings (Zoom, microphones, polycom, projector, soundboards, etc).
* Methodically troubleshooting issues while providing customers with status updates and taking action that is consistent with the available facts, constraints, and probable consequences.

**Rackspace**

Data Center Technician II

Elk Grove Village, Illinois

October 2018 – July 2019

* Provided front-line IT user support for hardware and software issues, supporting 30,000+ servers and network devices at Rackspace's ORD1 data center
* Completed customer configuration maintenances including hardware modification, operating system installation, patching, mounting of the devices within cabinets and completion of all cabling (copper and fiber) needs required
* Utilized a broad range of operations system knowledge, including OS, Linux, and Windows, to effectively troubleshoot critical issues
* Troubleshot simple LAN and WAN connectivity issues and reestablish remote access to customer configurations utilizing VPN, SSH, Terminal Services/Remote Desktop Services or Remote Access Controllers
* Troubleshot copper and fiber cabling including initial installation testing as well as connectivity issues with previously deployed copper or fiber cabling using a Fluke test meter and other technologies.
* Partners with security and infrastructure teams to resolve high-level networking or InfoSec issues
* Closed a minimum of 20 tickets a day in Rackspace's CORE ticketing system

**Strategic Solutions, Inc. (SSI)**

P.O.S. Hardware Technician

Oak Brook, Illinois

February 2017 – October 2018

* Configured and  tested all incoming Point of Sale and Networking equipment for 2000+ Firestone/ Bridgestone stores.
* Utilized a plethora of tools and protocols: Putty, VPN, DHCP & Static IPs, Command Line Interface, Command Prompt, Hyper Terminal, Apple Configuration Tool, Telnet, Network & Sharing Center and TFTP, N-Central, VHQ to configure and test POS and Networking Equipment.
* Created and updated training guides for all Point of Sale and Networking hardware for Bridgestone devices and was the main POC for all Bridgestone hardware and configurations. Also trained new and existing employees on equipment and configurations.
* Participated in various Firestone networking and point of sale  projects, where I configured, tested and troubleshot hundreds of networking setups and thousands of other point of sale equipment (Thin Clients, Servers, iPads, Touch Clocks, Credit Card Machines etc.)

**United Electronics Group**

Smartphone Technician

Elk Grove Village, Illinois

November 2016 – February 2017

* Troubleshot and reassembling Apple iPhones  and Andoid Galaxy smartphones
* Performed through quality checks on rebuilt devices to ensure they are in "refurbished" condition
* Being knowledgeable of all processes for work quality and to answer any questions management may have
* Troubleshot and repaired consumer electronics tablets, smartphone, laptops, servers, gaming systems and desktops.
* Worked with uBreakiFix's ticketing system; keeping accurate and detailed updates on repairs.
* Consistently met uBreakiFix's daily and weekly general revenue and accessory goals.
* Conducted extensive research on newer devices to ensure I've obtained the knowledge required to confidently perform needed repairs on customer's devices.