Scott Brooks

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**Network Administrator | Technical Support | Hardware Repair | Technician | IT Specialist | Help Desk**

***Summary of Qualifications***

* Experience in a simulated environment with network administration responsibilities, such as setting user permissions and passwords using Group Policy in Active Directory environment
* Experience setting up and maintaining networks on Windows Server 2003/2008 and configuring peripherals such as: printers, scanners, and fax machines
* Familiar with the Open Systems Interconnection (OSI) model and setting up entire virtual networks.
* Knowledge of sub netting IP addresses using CIDR notation
* Experience in virtual environments troubleshooting hardware and software – remote and desktop support
* Advanced in the Microsoft Office suite using Word, Excel, and PowerPoint
* Excellent interpersonal communication skills with the ability to explain technical information to people at all levels while providing superior customer service
* Operating system installation, configuration and troubleshooting in a Windows 7 environment
* Experience managing Workstations and User Profiles AppSense Environment Manager
* Supporting remote user with Bomgar
* Use of SCCM 2012 to image and configure Workstations
* Experience installing and troubleshooting Citrix.

***Technical Skills***

* Operating Systems: Windows XP, VISTA, 7, Server 2003, 2008
* Software: Microsoft Office (Word, Excel, PowerPoint), Avant Anti-virus
* Hardware: Cisco routers, switches, and hubs; coaxial, cat 5, fiber optic, Ethernet cabling; modems, printers, Hard drives, motherboards, processers, power supply
* Networking: LAN, WAN, VPN, SAN, Ethernet, TCP/IP, SMTP, POP, POP3, IPsec, IMAP4

***Education***

***Associate of Science, Computer Information Science – Network Administration***  October 2015

**Everest University** | Tampa, FL

**Certifications:**

*CompTIA A+, PC Pro, Network Pro*

*Dell: DCSE Microsoft Windows 8, DCSE Foundation 2013 Alienware, DCSE Customer Induced Damage, DCSE Foundation 2013 Desktops, DCSE Foundation 2014*

**Relevant Classes:**

* Network Security Fundamental
* Network Routing
* Network Operating Systems (client & server)
* Network Infrastructure
* Network Management

**EXPERIENCE**

**SmartSource, Inc.** St. Charles, IL 10/2016-Present

Senior Network Consultant

First Citizens Bank

* Provide all related services for the insulation of Cisco routers and switches.
* Assist with the connection of a new or existing circuit to the new router
* Assist with tasks as needed and directed by First Citizens Support team to successfully install and test the circuit, router, and switches.
* Assist with installation and configuration of Cisco VoIP

**Alphanumeric Systems, Inc.** Raleigh, NC 9/2015-10/2016

*Desktop Support Specialist ASI EUS Contractor*

*Caldwell Memorial Hospital and UNC REX Hospital*

* Provide excellent customer service to internal and external clients by identifying root/cause, trouble shoot and resolve hardware, and software network-related problems.
* Worked has Desktop Lead and Trained level 1 and level 2 EUS, handle all emails and calls from internal and external sources.
* Ensured that team and management where made aware of trends in IT situations
* Logged calls in HEAT and ensured unresolved calls where escalated to the correct team.
* Worked well in the team environment to resolve connectivity issues and provided end user support for external clients.
* Configured and installed Windows workstations operating systems in response to the demands of a complex network design
* Re-images computers, performs data migrations and restorations, and conduct remote problem solving as needed

**S & L Computer Solutions**  Statesville, NC 3/1999-9/2015

*Network Administrator*

* Provide Network Design, Installation and Maintenance for offices and business in Statesville NC.
* Troubleshoot connectivity for Rizzo’s in Statesville NC. Home networking for general public.
* Provided hands-on user support by troubleshooting hardware and software problems, LAN, server and connectivity issues.
* Configure workstations for new users and upgrades existing equipment and software, set up and maintain network and telecommunication systems.
* Re-images computers, performs data migrations and restorations, and conduct remote problem solving as needed for a customer base of more than 100 customers at any given time over a period of sixteen years.

**Career Match Solutions**  Tampa, FL 9/2014-1/2015

*Network Technician*

* Provide excellent customer service to internal and external clients by identifying root/cause, trouble shoot and resolve hardware, and software network-related problems.
* Worked well in the team environment to resolve connectivity issues and provided end user support for external clients.
* Configured and installed Windows workstations and Macintosh operating systems in response to the demands of a complex network design.
* Contributed to successes in upgrading approximately 6700 desktop computers and 480 laptops and replaced 7225 desktop computers and 1800 laptops and migrated over 19700 users to Active Directory.

**Computer Barn** Harmony, NC 2/1998-2/2000

*Field Technician*

* Provide excellent customer service in providing technical support for business and residential clients; install or fix both hardware and software.
* Provide expertise for IT infrastructure (e.g. servers, network), application infrastructure (e.g. SAP), and related services (e.g. Business Continuity) throughout the lifecycle of a deal in accordance with contractually established terms and conditions and established technical standards.
* Provides technical input, solutions, and recommendations to deal pursuit.
* Applies extensive knowledge of the job skills, company policies and procedures to complete complex, specialized assignments/tasks in creative and effective ways.
* Comprehensive understanding of the general/technical aspects of the job.
* Works on assignments that are complex in nature and require considerable judgment, initiative, and technical/specialized knowledge to resolve problems and/or develop recommended solutions.

**References Available Upon Request**