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Kinettix Global IT Deployment Field Tech ON-Call Tech Field

11279 Cornell Park Dr, Cincinnati, OH 45242, SHBA

Kinettix is the go-to global leader in providing IT field technicians and break/fix dispatches to U.S.-based enterprises and managed service providers, anywhere ...

I was hired from Robert Supinger, VP Operations, and i worked for this company ON-CALL Tech Field from Date:February-21-2021..

“QAPA - EDUCATION PERFORMANCE ADVANCED CENTER” Prishtinë, Kosovo 2015/2019

- ☐ diagnose, troubleshoot and resolve a wide range of software, hardware and network issues
- ☐ provide technical support for X number of diverse users nationally
- ☐ handle an average of X calls per day
- ☐ resolve X% of calls within company's X-minute requirement
- ☐ prioritize and escalate issues where required
- ☐ install, configure and modify hardware and software to ensure optimal performance
- ☐ plan and lead training sessions for new and existing users
- ☐ monitor, log and track all phases of help desk support
- ☐ For example, service desk associates who works at a cable company help customers set up new accounts, close accounts, move services and submit trouble tickets for service, while service desk associates working at a grocery store can issue money orders, help customers pay bills and sell postage stamps.
- ☐ Service Software & Hardware
- ☐ Build Computers.
- ☐ OS.

2001/2004 Internet Service Provider “ IPKO” Prishtinë, Kosovo

Network Administrator & Maintenance

- ☐ Made plane for wireless antennas
- ☐ Installing and configuration of wireless internet antennas.
- ☐ Security wireless, using PAP, CHAP etc...
- ☐ Troubleshooting of network.

**2004-2011 Army & Air Force Exchange Services
Camp Boundsteel “Camp Monteith Gjilan”, “Camp Film City Prishtine”
and Camp Nothing Hill Leposavic Mitrovic in Kosovo**

☐ **DSN- Deployed Soldiers Network- Tech Support Team Leader**

- ☐ Planed the wireless antennas in the whole camp.
- ☐ Sales Management. On Excel
- ☐ Installing and configuration of WiFi antennas.
- ☐ Monitoring bandwidth, managing clients accounts using the hotspot.
- ☐ Security Firewall
- ☐ Security wireless, using PAP, CHAP etc...
- ☐ Maintenance Server 2003
- ☐ Troubleshooting of WiFi.

☐ **1996-2000 Tall school “Hasan Prishtina” Prishtinë-Kosovo**

- ☐ 2011-2012 I started University Menagemen, Business and Economics UBT-Prishtine

Training Skills

- ☐ 2007-2008 Cisco Certification Networking Academy
- ☐ 2002-2003 A+ Training Hardware and Software
- ☐ Win 2000, XP, Win 7, A+, 2003, MS Office. Etc

Skills/Abilities

Assisted in troubleshooting user problems relating to Operating System issues (Win9x, NT, and Win 2000, Vista), Network Connectivity, TCP/IP configuration, upgrades.

MS Office products and Internet connectivity.

Performed upgrades, installation of software and drivers and essential desktop troubleshooting.

Debugged and troubleshoot existing websites and correct errors as required for clients

Analyze and convert business and system requirements into detailed system design and technical specifications.

Work with Customers, Vendors, and staff to produce Network designs. This involves detailing Network requirements and Equipment to implement different designs, producing network design documents such as drawings and recommendations for a particular approach, and the presentation of same to technical staff and management.

Installing OS for Mikrotik (Linux) routers, upgrade it, configured etc.

Apply skills in analyzing and implementing business strategies in customer service, operations to achieve superior results on all endeavors. Demonstrate excellent communication.

Demonstrate exceptional compliance w/policies and procedures.

IT Technician Responsibilities

- ☐ Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- ☐ Check computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- ☐ Install and configure appropriate software and functions according to specifications
- ☐ Develop and maintain local networks in ways that optimize performance
- ☐ Ensure security and privacy of networks and computer systems
- ☐ Provide orientation and guidance to users on how to operate new software and computer equipment
- ☐ Organize and schedule upgrades and maintenance without deterring others from completing their work
- ☐ Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- ☐ Maintain records/logs of repairs and fixes and maintenance schedule
- ☐ Identify computer or network equipment shortages and place orders

Languages



Albanian – Native Language



English – Fluent Serbo-
Croatian – OK



UNMIK Driving License: Category "B" Vehicle

