

IT/ Security Technician IT/Security Technician IT/ Security Technician Lakewood, CO To obtain a position where my skills will help the company's customers manage their technology effectively.

PC/Network/ Security Skills Windows/Server troubleshooting: accounts, registry, VPN, Microsoft office/365, web browsers, file structure, drivers, program compatibility, updates, backups, config file editing, scripting. Remote troubleshooting using VNC, Bomgar, RDP, TeamViewer. Hardware troubleshooting: Apple, Dell, HP and Samsung; connectivity, power, parts replacement, for pc's, printers, computers, tablets and phones and peripherals. Network troubleshooting: ip conflicts, connectivity, VPN, Ubiquity WIFI, wiring, security analysis, cisco dashboards. Database design: using MySQL for security system integration with Active Directory Basic Unix/Linux troubleshooting with command line. Data Recovery: drops, liquid damage, power outages within measure Genetec Security Center administration, installation, integration and configuration Vista series alarm panel installation and central integration. Medeco XT programming and hardware installation. IDS/ Security System troubleshooting: Keys, badges, badge readers, cores, handles, door strikes, security panels, door contacts, alarms, timing, NVRs, DVRs, cameras, camera motion detection, motion detectors, glass breaks, access groups, schedules, database issues. Microwave integration for security systems: Uptime, bandwidth, performance monitoring, remote diagnostics, installation, and configuration. Citizen Band Radio: signal quality, frequency and power issues for truck, tower base, and office installations. Authorized to work in the US for any employer Work Experience IT/ Security Technician Best Payroll Services LLC - Denver, CO June 2018 to July 2019 Installer/ Security Integrator: Routers, switches, access points, NVRs, security cameras, alarm panels, motion detectors, door contacts, glass breaks, Marks door handles, Medeco XT cores. Network Technician responsibilities: Troubleshooting ip conflicts, no connectivity, no WIFI, ISP issues, cameras not displaying, firewall issues, ip phones Service desk/Field Technician responsibilities: Troubleshooting Mac issues, Windows issues, printer issues, scanner problems frozen/missing programs, driver issues, cash drawer issues, Medeco key programming, asset tracking, managing tickets, working with users to make sure their needs are meet. Service Desk Technician Insight Global December 2017 to May 2018 Troubleshooting various network

connectivity issues Cisco routers and switches, cable modems, wiring Virtual Trouble shooting tools Cisco Meraki Dashboard, VNC, Bomgar Capable of up to 80+ service calls per day Troubleshooting various user issues Frozen programs, account issues, printers, email, power issues Vendor requests Connectivity checks, System/Hardware replacements Fast answer and resolution times ITSM Service Now, BMC Magic ticket usage to log work Reconditioning printers and computers Installation Technician Installed 150 laptops/desktops Migrated user data and profiles Inventoried used equipment Field Technician Buchanan Technologies December 2016 to September 2017 on-call 24-7 Network room tech Managed tickets for 5 car dealerships and one Body shop Installed printers, pc laptops, tablets and phones In charge of the server rooms including: Rebooting routers, switches, cameras and monthly inspections. Monthly equipment audits Troubleshooting software: web browsers, java, win7-10 and proprietary dealership software Troubleshooting hardware and user error Dealing with VIP's Peak Technical Contract Dell-Unisys August 2015 to November 2016 Field Technician Repair laptop and desktop PC's Install, Configure and Troubleshoot Windows 10, 8, and 7 Replace hard drives and recover data Troubleshoot Wi-Fi and wired networks IT Support Analyst/ On-call 24-7 Communications Technician South Plains Electric Cooperative August 2012 to March 2015 Genetec security project Installed the Genetec security system and overseen hardware installation at all sites. Software programming Installed and configured Genetec 5.0 software Configured cameras, motion detection, recording schedules, doors, alarms, and events Imported users with active directory, created badges and user schedules Setup local access and remote monitoring and verified operational status Hardware Installation HID V100 and V1000 panels, electric door strikes, contacts, HID badge readers Composite access cable and standard ethernet cable were used for connectivity Maintained the fleet radio system Voice Radio's Installed and programmed all radios Verified working condition Troubleshoot all radio issues Documented all serial numbers Repeaters Monitored operation status Maintained backup configuration both remotely and physically Kept list of ip addresses Made sure all components are labeled Troubleshoot issues and repaired as needed or schedule repairs/replacements Documented serial numbers Operations/Dispatch Radios Insured operational status Kept backup of console

program on all operation PC's Maintained backups of IP223 and Bosch install file Kept list of ip addresses Stored 12ch backup usb drive for emergencies Troubleshoot any issues the dispatchers had Data Communication and Microwave Project Old Communication System Monitored Mds Radio links, DSL and fiber lines Maintained Mds radios Reported remote and local outages to DSL vendors Kept firmware up to date Determined best paths to use as main/backup Determined options for dealing with interference Documented ip addresses and serial numbers for Mds system New Microwave System Installed new Trilliant microwave antennas at substations Monitored Trilliant link quality to determine where repeaters are needed Documented ip addresses and serial numbers for Trilliant system Automatic Vehicle Location system, Truck Wi-Fi, GPS and Truck Computers Installed AVL systems in multiple trucks Repaired truck pc's when broke Verified that the Pc's could get GPS from the AVL modem Verified that the AVL system could see and track the unit and monitor PTO usage Verified that the iPads could get Wi-Fi from the AVL modems Troubleshoot AVL, Wi-Fi, GPS, and Pc's when needed Tower Operations and Maintenance Kept list of all equipment on all Spec. and Brazos towers Worked with current and future lessees to make sure needs are met Scheduled maintenance for towers when needed or required. Worked with tower owners we leased space from Help Desk Support Troubleshoot various printer and label maker issues Replaced warranty parts in desktops, laptops, and printers Fixed broken iPad and iPhones Worked with users to ensure their needs were meet in day to day job activities Field Technician Randstad Technologies December 2009 to August 2012 Repair laptop and desktop PC's Troubleshoot Windows 7, Xp, and Vista Install & configure Windows 7, Xp, and Vista Replace hard drives and recover data Troubleshoot Wi-Fi and wired networks Pc technician Corestaff Services LP - Denver, CO September 2008 to March 2009 Assembled Pc's, printers, carts Reimaged teller pc's using ghost image software Signature pad, Check reader, Pin pad, ten keypad installation and removal Pc Technician Systems Technology's Management - Denver, CO August 2006 to September 2006 Installed Pc's and printers Assembled cash registers, configured routers and ran network cables Computer tech Mr. & Mrs. Walters - Denver, CO September 2004 to June 2005 Pc Technician Repaired and maintained computers Taught them various computer skills

Education Bachelor of Science in Information Systems Security in Information Systems Security  
Westwood College - Denver, CO May 2006 Certifications/Licenses A+ Certified September 2009 to  
Present Dell Foundation Certification January 2010 to January 2017 Genetec Security Center-  
Omicast Technical Certification September 2013 to January 2015 SSC-OTC-001-5.2 Genetec  
Security Center- Synergis Technical Certification September 2013 to January 2015 SC-STC-001-5.2  
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