

Field Technician Field Technician Certified IT Professional possessing A+, Sever+, Network+,Linux & MTA Raleigh, NC Certified Professional in CompTIA A+, Network+ and Server+. With 16 years of experience in Information Technology, looking for a dynamic company to utilize my diverse skills and international business experience. An energetic and detail-oriented professional who enjoys new challenges and follow through on responsibilities. Ability to learn and adapt quickly to new environments. Authorized to work in the US for any employer Work Experience Field Technician Charter Communication/Spectrum - NC December 2017 to May 2018 Charter Communications / Spectrum, Morrisville NC Provided customer support to individual users at their residence (speaking English, French and Spanish) Install new service connections and equipment for cable, internet and telephone Respond to troubleshoot calls of interrupted services and make repairs or install new equipment Educate customer on how to use equipment and online resources Identify service problems and report to supervisor Perform and report safety and quality checks Properly use and manage tools and equipment including hand tools, electrical tools, telecommunications equipment,DSam or SLM ladders, safety equipment and a service vehicle Networking and Database Administrator / Assistant Manager Social Security Administration of Ha ti ("ONA" Office National d'Assurance Vieillesse) Website: <https://ona.ht/> ) - Port-au-Prince May 2004 to November 2016 Provided customer support for individual users; distributed employee telephone lines Oversee staff of 300 employees within Information Technology department as well as regional office managers Created weekly reports on employee performance, data management and SQL analysis, server maintenance/repair and meetings performed both internally and externally Met with internal managers to coordinate service improvement projects both technical and non-technical Cross-train quarterly and provide on-demand support with other internal managers in Accounting Receivables and Collections, Sales and Marketing, Client Enrollment and Customer Service Meet with potential clients and company managers to encourage enrollment in services and facilitate onboarding for new corporate clients Coordinate the Information Collection Operations for the implementation of the ONA Digitalized Insurance Card throughout Ha ti Assistant Manager Pleasure Island Hotel - Port-au-Prince August 2002 to February 2004 Oversee daily operations of hotel including customer

service, event management, vendor and inventory management Supervise staff of 27 including payroll, human resource management and on-call emergency support Education World Class IT Professional. CompTIA IT Operations Specialist and CompTIA Network Infrastructure Professional. in Information Technology Network Administration My ComputerCareer - Raleigh-Durham, NC August 2018 to June 2019 Certificate in JavaScript and Ruby Code the Dream - Durham, NC July 2017 to August 2018 Certificate in English as a Second Language Durham Technical Community College - Durham, NC June 2017 to July 2017 Associate in Information Systems Management Haiti Center for Vocational Training - Port-au-Prince October 2005 to June 2008 Skills French, DNS (10+ years), Mac OS X (10+ years), Active Directory Infrastructure (10+ years), AS400 Database Platform (7 years), Network Management (10+ years), Troubleshooting (10+ years), Active Directory (10+ years), MS Office (10+ years), Microsoft Word (10+ years), Security (7 years), Ms Access (10+ years), Spreadsheets (10+ years), Data Analysis (10+ years), Data Modeling (8 years), Database Development (8 years), Accounting (10+ years), Statistics (10+ years), Database Programming (10+ years), Database Management System, Active Directory Infrastructure (10+ years), Application Virtualization (10+ years), SQL Server, (10+ years), Linux (10+ years), Windows 7 (10+ years), Windows 10, DHCP (10+ years), Powershell (7 years), Creole, Spanish, TCP/IP (10+ years), SQL (10+ years), Visual Basic (10+ years), Excel (10+ years), OSPF (7 years), Management (10+ years), Networking (10+ years), Javascript (7 years), Java (7 years), C++ (10+ years), CSS (5 years), HTML (10+ years) Certifications/Licenses CompTIA A+ January 2019 to January 2025 CompTIA Server+ March 2019 to Present CompTIA Network+ June 2019 to June 2022 MTA Mobility and Devices Fundamentals March 2019 to Present MTA Windows Server Administration Fundamentals January 2019 to Present MTA Networking Fundamentals May 2019 to Present MTA Security Fundamentals October 2018 to Present LE-1: Linux Essentials January 2019 to Present Linux Professional Institute Additional Information REFERENCES: Dan Rearick Executive Director of Code the Dream and Uniting NC, American Underground @Main, Durham NC (919)886-6075 dan@unitingnc.org Relationship: Current Instructor Scott McClain IT Instructor with CCENT R&S, CSIS, CIOS, CNIP, MCP MyComputerCareer, Raleigh NC (919)610-6472

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