

Field Technician III, Northern Field Technician III, Northern Field Technician III, Northern - Charter-Spectrum Middletown, NY To obtain a position in computer support, where my technical, organizational and problem solving skills can be utilized. Work Experience Field Technician III, Northern Charter-Spectrum - Manhattan, NY 2017 to Present Perform installations, troubleshooting and maintenance for voice, Internet and TV services Assist a range of clientele in understanding Spectrum products features and functionality. Test signal levels and investigate possible culprits of signal loss and service issues. Keep customers in the communication loop until problem is resolved. System Administrator 2014 to Present Manage system network consisting of 150 computers, both UNIX and Windows servers across 12 locations. Installed and configured workstations for IP/IPX based LAN Maintain VOIP Phone system, configure extensions, auto attendant, call groups and perform firmware upgrades. Provide daily server maintenance, load catalogs and barcodes with Barcode Expert and monthly software updates. Backup Management, Reporting and Recovery Configure Jet streams and dumb terminals. Configure and implement Remote Access Solution: VPN, ISDN dial up, Fractional T1 System Administrator Arch Auto Parts - Queens, NY 2014 to 2017 Assistant Store Manager 2012 to 2014 Managed day to day store operations, supervised staff and monitored daily financial transactions. Provided leadership and training to cashiers, drivers and stock clerks. Presented upper management with regular updates on store performance. Maintained thorough body of knowledge relating to product offerings, inventory, and sales promotions. Analyzed daily sales activity to eliminate errors and prepared end of day sales reporting. Worked with escalated customers to resolve concerns quickly and uphold a positive company image. Dispatcher 2011 to 2012 Reviewed, scheduled and mapped deliveries for commercial orders throughout New York City and Long Island. Dispatched drivers and assisted in resolving impromptu requests and complaints. Monitored and maintained inventory, based on purchasing trends and seasonal needs. Network Technician II Georgetown, GY 2001 to 2003 Supervised installations of fiber optic line throughout various geographic regions. Tested telephone lines using Frame Network technology. Opened and closed trouble tickets, as well as built and improved existing reports in the AS400 network. Prepared quality control reports upon

satisfactory completion. Education Associate Skills Java, As400, Microsoft office, Pos
Certifications/Licenses Driver's License Additional Information SKILLS Proven ability to lead under
pressure, successfully take on challenges and learn new concepts quickly. COMPUTER SKILLS
Microsoft Office AS400 Ultimate POS Java ARRIS, RIO, and WorkAssure

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