

NETWORK/ SYSTEMS ADMINISTRATOR NETWORK/ SYSTEMS ADMINISTRATOR NETWORK/  
SYSTEMS ADMINISTRATOR Hagerstown, MD Authorized to work in the US for any employer Work  
Experience NETWORK/ SYSTEMS ADMINISTRATOR DALB, INC - Kearneysville, WV April 2017 to  
June 2019 Swap-Out and, troubleshoot software issues; Reimaging computers/hard drives  
Upgrade over 2.3 miles of CAT 6 cable through the facility to remove antiquated routers and  
switches. Identifying, repairing, resolving and documenting end user technical issues regarding  
basic network/desktop/laptop support, printers and LAN cable drops Manages and maintain active  
directory ( adding and deleting users, password reset ) Addressing user tickets regarding  
hardware, software and networking issues Ip address, sub netting and fixing wireless LAN  
CISCO router configuration ( Sub netting, Ip routing, basic Access List configuration) CISCO  
Switch configuration (VLAN, Spanning tree protocol and Port security) Deploy WYSE thin clients  
to cut down costs of physical hardware. Desktop support Technician Parkland Hospital - Dallas, TX  
March 2015 to April 2017 Assisted customers in setup of Network, printers, scanners and  
Laptop/desktop Work with special project team to configure and set parameter for Zebra label to  
Epic and Medcopa software Maintain spare parts/inventory list monthly and coordinate for any  
disposal requisites Categorize and prioritize end user support requests (incidents) and service  
requests utilizing ticketing system to track tickets and provide up-to-date status and information.  
Performs day-to-day client account management, adding, deleting, and modifying user accounts  
TECHNICAL SUPPORT SPECIALIST UT Southwestern Hospital - Dallas, TX January 2014 to  
March 2015 Provided technical support to over 1900 employees (on-site and remote), consultants,  
and academic personnel. Used tools such as Go to Assist and Bomgar to remote into employee's  
machines to troubleshoot issues. Manage mobile devices, provide level 1 technical support to  
doctors, nurses and health care professionals Assist in the installation of various computers,  
computing system, networks telecommunication and video components. Configured new  
accounts, exits, and transfer employees and build new hardware for deployment. Performed  
regular updates of all client computers. Used system imaging software to deploy new Windows PCs  
Troubleshoot end user connectivity issues within the office and replaced hardware as necessary.

Education A.S. in Computer Networking and cyber in security Hagerstown Community College 2019  
CCNA Northlake College - Irving, TX Skills ACTIVE DIRECTORY, CISCO, SWITCHING, VMWARE,  
NETWORKING, TECHNICAL SUPPORT, MICROSOFT OFFICE, System Administrator  
Assessments Supervisory Skills: Directing Others Completed June 2019 Measures a candidate's  
ability to motivate the performance of others through feedback to identify improvements or corrective  
actions. Full results: [https://share.indeedassessments.com/share\\_assignment/hwgvegsyoav4auhg](https://share.indeedassessments.com/share_assignment/hwgvegsyoav4auhg)  
Indeed Assessments provides skills tests that are not indicative of a license or certification, or  
continued development in any professional field.

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