

Helpdesk Computer Technician Helpdesk Computer Technician Stone Mountain, GA Work Experience Helpdesk Computer Technician Dekalb Community Service Board - Decatur, GA December 2014 to Present Helpdesk II Install, configuring and maintaining desktop and laptop PCs and peripherals, such as printers Installing and configuring application and operating system software and upgrades Troubleshooting and repairing hardware and network connectivity issues Removing old equipment old equipment and performing data migration to new machines Building new images and system prep image to server System backups Inventory and surplus of IT equipment Provide helpdesk support and resolve problems to the end users Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority Assist with onboarding of new users Install, test and configure new workstations, peripheral equipment and software Jr. Network Administrator OmniTech Solutions June 2013 to August 2014 Installation, maintenance, monitoring of multiple servers and applications. Setup/delete user accounts in 7/XP/2000 Monitor Cisco router and switch connections for network access. Configure and design simple LAN/WAN solutions. Support Windows NT, PRO 2000, XP and UNIX AIX at the Junior Admin level. Work on special projects with senior System Administrators to increase knowledge. Team member of major Active Directory rollout institution wide. Configure and troubleshoot LAN/WAN Technologies in small network environment. Education Certificate in Network Engineering Omni Technical Institute 2014 Skills CISCO (1 year), ROUTER (1 year), CCP (Less than 1 year), CITRIX (Less than 1 year) Military Service Branch: Navy Service Country: United States Rank: E-3 August 1990 to August 1993 Communication Top Secret Commendations: Meritorious Unit Commendation Additional Information Technical Skills Working knowledge of Cisco Routers and Switches Knowledge of VoIP, CSU/DSU Configuration and troubleshooting of IGRP, EIGRP, OSPF, RIP routing protocols. Configuration of various WAN technologies ISDN, Frame Relay, DSL, DSO. Installation, configuration, and troubleshooting of DNS, DHCP, WINS, TCP/IP Knowledge of common sub-protocols, including SMTP, SNMP, HTTP/HTTPS, SSL, POP3, ARP, RARP, TELNET Experience configuring PPP and HDLC encapsulations on various Cisco Router platforms. Software Skills: Management Engine Plus, VNC, TeamViewer, Paper

Vision, Avatar, Spice Works, MS, Office 2010, Packet Tracer, GNS3, CCP, VM, Wire Shark, Html, CSS5/6, Citrix XenApp Lotus Notes, Symantec Ghost. Operating Systems: Windows 8.1/10 and Cisco IOS

Name: Justin Smith

Email: ekim@example.com

Phone: (764)752-5463x93005