

TECHNICAL SOLUTIONS ENGINEER TECHNICAL SOLUTIONS ENGINEER TECHNICAL SOLUTIONS ENGINEER - HARVARD UNIVERSITY Danbury, CT Proactive Computer Networking major with 4.5+ years of work experience. Aiming to leverage a proven knowledge of end user support, hardware engineering, and network/ systems administrating skills to successfully fill a position in the Computer Networking/ Systems Administration role. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

LEADERSHIP AND VOLUNTEER EXPERIENCE - SkillsUSA- Alumni Leader; Teach leadership qualities; organize manage events - Volunteer at Arlington Boys and Girls Club Work Experience

TECHNICAL SOLUTIONS ENGINEER HARVARD UNIVERSITY July 2017 to Present Diagnose and resolve technical issues/requests for hardware, applications, OS's and other institutional services. - Lead Technical Support: students/staff/faculty in computer labs by demonstrating proper use of equipment and explain how to use hardware and software to finish assignments. - Track client interactions and document work processes. - Small/large projects: programming, UX, workflow design, technical writing, media creation/editing, statistics/databases, and testing - Maintain over 250+ MAC and Windows Devices, including imaging, configuring and monitoring

SYSTEMS ADMINISTRATOR CITIZENS DISABILITY November 2014 to November 2017 - Assists in administering the technology infrastructure and end-user support - Desk Setups; TeamViewer installs virtually; Imaging, Reimaging - Active Directory, including adding/ removing accounts, and policies IT PROJECT ASSISTANT J.C. Cannistraro LLC - Watertown, MA August 2015 to January

2016 - Troubleshoot and fix Computers, iPhone, and iPad. - Desk setups; TeamViewer installs; Imaging, reimaging computers - Use Active Directory, Create Accounts including email Education

BACHELOR OF ARTS in COMPUTER NETWORKING Wentworth Institute of Technology - Boston, MA Skills Active directory (3 years), audit (Less than 1 year), Backup/recovery (Less than 1 year), Cisco (Less than 1 year), Dhcp (Less than 1 year), Dns (Less than 1 year), Linux (Less than 1 year), organizational skills (Less than 1 year), performance management (Less than 1 year), problem-solving (Less than 1 year), project management (Less than 1 year), risk management (Less than 1 year), Server administration (Less than 1 year), switching (Less than 1 year), Tcp (Less than

1 year), Tcp/ip (Less than 1 year), Telephony (Less than 1 year), time management (Less than 1 year), Trading (Less than 1 year) Links <https://www.linkedin.com/in/shannon-cain-8948a292>

Additional Information TECHNICAL SKILLS - Strong analytical and problem-solving skills with the ability to quickly adapt to changing and competing priorities - Strong organizational skills; ability to prioritize, maintain attention to detail and recognize time constraints - Strong customer orientation and a professional approach with the ability to interact with all levels within the organization - Good project management skills, with the ability to independently interact and at times lead a team to complete initiatives with quality and timeliness - Ability to maintain the highly secure nature of information technology work - Knowledge of interoperability between Linux & Windows environments - Strong knowledge in incident & problem management, capacity & performance management, project management, audit & operational risk management - Experience and sound working knowledge of the following areas: Windows Server administration including Active Directory and the use of Group Policies Backup/recovery technologies; TCP/IP, routing, switching, DHCP and DNS, Cisco IP Telephony - Self-motivated, able to prioritize, good at time management and goal driven

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