NETWORK ADMINISTRATOR / IT SUPPORT TECHNICIAN NETWORK ADMINISTRATOR / IT SUPPORT TECHNICIAN IT DESKTOP SUPPORT TECHNICIAN / NETWORK ADMINISTRATOR

Charlotte, NC Seeking an entry level position as a Desktop Support Technician that would allow me to use my knowledge for continuous growth and learning with a progressive organization that provides opportunities to capitalize my technical skills and abilities in the field of Information Technology. Work Experience NETWORK ADMINISTRATOR / IT SUPPORT TECHNICIAN Miramar Solution Group January 2018 to May 2019   Implemented and managed a Network of 50 users.   Installed PCs Hardware and Software.   Provided IT help desk.   Answered telephone calls, email and personal requests for technical support .   Supported software applications and hardware/software configurations.   Created, modified and deleted user accounts.   Installed and Troubleshooted PCs, Printers, Mobile Devices and Network Equipment.   Documented solutions to resolved problems. NETWORK ADMINISTRATOR Technological University of Havana - Networking Department - Havana, CU September 2016 to July 2017   Deployed and managed a Windows Active Directory in corporate network.   Implemented server based services such as FTP and email servers.   Provided IT help desk.   Installed PCs Hardware and Software.   Created, modified and deleted user accounts.   Captured all pertinent information and nature of requests.   Documented solutions to newly resolved problems. DIGITAL ELECTRONIC TEACHER Technological University of Havana - Electronic Department - Havana, CU September 2016 to July 2017   Imparted hands on and lab section of Digital Electronic I and II courses.   Exposed students to Integrated Circuits and VHDL Hardware Description Language. TEACHER ASSISTANT Technological University of Havana - Electronic Department - Havana, CU January 2016 to July 2016   Instructed the hands on section of the Analog Electronic III course.   Exposed students to practical implementations of voltage regulators, analog signal processors, frequency selector circuits and elec- tronic wave generators. TEACHER ASSISTANT Technological University of Havana - Networking Department - Havana, CU September 2014 to July 2016   Taught the hands on section of the Networking I, II and III courses. Familiarized students in TCP/IP OSI model; VLANs; Ethernet Protocols such as STP, DHCP, DNS; IPv4 Addressing and Subnetting, IPv4   Routing Protocols such as RIPv2, OSPF, EIGRP; IPV6

Routing Protocols such as OSPFv3 AND EIGRP for IPv6; ACL and QoS.   Designed and simulated Laboratories about Networking I, II and III courses. Education B.S. in TELECOMMUNICATIONS AND ELECTRONICS Jose Antonio Echeverria University - Havana, CU 2011 to 2016 Skills Operating Systems: Microsoft Windows XP/Vista/7/8.1/10 (3 years), Networking: Ethernet, Fast Ethernet, Gigabit Ethernet, 10 Gigabit Ethernet, VLANS, VTP, STP, RSTP, 802.1Q, DHCP, DNS, SMTP, FTP, TFTP, RIP, EIGRP, OSPF, SNMP. (2 years), Hardware and Software: Installation and Troubleshooting of PCs, Printers and Network Equipments (2 years), Programming Languages: Python, LaTeX, Languages: English, Spanish, Desktop Support, Help Desk, Active Directory, Comptia, Tech Support Certifications/Licenses CCENT, CISCO CERTIFIED ENTRY NETWORK TECHNICIAN June 2018 to June 2021 CCNA, CISCO CERTIFIED NETWORK ASSOCIATE February 2019 to February 2022 CompTIA A+, COMPUTING TECHNOLOGY INDUSTRY ASSOCIATION CERTIFIED September 2019 to September 2022

Name: Emily Owens

Email: justinmendez@example.org

Phone: +1-654-356-7603