

IT field Technician IT field Technician IT field Technician Houston, TX I have worked in fast pace environment like refineries which has exposed me to a wealth of experience in the engineering and technical field. I have exceptional communication, monitoring, interpersonal, ability to multitask and evaluation skills in addition to coaching and mentoring to name a few. I am a fast learner and adaptable to new environment, processes and people as well as been committed enough to strive for success.

Work Experience

IT field Technician POST - Hammond, LA April 2017 to November 2018 Responsible for maintenance/ troubleshooting of networking/ hardware related issues at data center Installation of routers, wireless access point and servers Carry out racking, patching and mounting of routers, wireless AP and switches Carried out PC Imaging and data migration Perform all aspects of IMAC (Install, Move, Add, Change) Trains entry level technicians on basic hardware, software and network resources, on a one-on-one basis. Provides on-site support and remote support for clients on hardware/ networking related issues Installation/ setup of VOIP based telephone equipment. Installation and upgrade of ERP Systems

IT Desktop Support Specialist The Hestercombe Hospital - Norwich January 2015 to December 2016 Works with client hospitals IT staff and field techs to maintain and troubleshoot case connectivity Perform all aspects of IMAC (Install, Move, Add, Change) Carry out routine maintenance on PCs, Laptops and printers Provide Supports on PC's, laptops, printers/ Custom applications for users Trains entry level technicians on basic hardware, software and network resources, on a one-on-one basis. Provides remote support for users

EHR Consultant Cambridge University Hospital - Cambridge March 2014 to December 2015 Assisting physicians on issues encountered using EHR Software, providing elbow to elbow support. Maintained workflow with Physicians and staffs to navigate through their assignment workflow in hyperspace. Educate and assist clinicians, physicians, and other medical professionals on how to best utilize a range of technical modules to fit their individual needs. Works very closely with end users, in problem solving during go live projects

Troubleshooting laptops, desktops, printer, and scanners Database Administrator Software Technology Group - London March 2013 to February 2014 Part of Planning, designing and development of Database team Ensuring clients Data is well secured Ensure proper update and

Maintenance of Clients website Desktop Support Warri Refining and Petrochemical Company Ltd
January 2012 to December 2013 Responsible for troubleshooting and repairs of PCs, laptops and
printers Provide helpdesk support for user PC Imaging and data migration Carry out system
routine maintenance on PCs, laptops and printers Office Networking and network troubleshooting
System / application software installation and configuration Installation of routers and servers,
cable installation including fiber optics, Ethernet, coax and paging Education M.S in Information
system management University of Salford - Manchester 2014 to 2015 B.S in Computer Science
Madonna University International 2007 to 2011

Name: Kari Taylor

Email: elaine69@example.com

Phone: 821-223-0466