Client/Help Desk Support Client/Help Desk Support Client/Help Desk Support - State of Arkansas Adult Protective Services North Little Rock, AR To display knowledge and skills obtained through my work and educational experience and use it effectively to excel in the position   Core Qualifications & Skills   Network device experience   Installing maintaining and integrating network devices Proficiency in SMB POP, SMTP and TCP/IP protocols   Knowledge of wireless networks routers and network topology   Grasp of system security practices and information system architecture Skilled in identifying and resolving network information security issues   Attention to detail Problem solving   Organizational planning and management   Strong customer service skills Strong written and oral communication skills   Sound time management   Linux Administration Microsoft Server 2012 Active Directory   MySQL Database Administration Work Experience Client/Help Desk Support State of Arkansas Adult Protective Services March 2017 to Present Full-Time)   Provide technical assistance and support for incoming inquiries and issues related to computer systems.   Troubleshoot issues with computer hardware and software   Review problems to evaluate trends, create and evaluate solutions, and proceed with an appropriate course of action   Implement network security measures for data backup and protection by conducting risk assessments and evaluations   Record details of client contact, and actions taken   Assess client needs, provide information, and resolve issues   Update database   Monitor and prioritize workload with various demands and ensure adjustments are accomplished to meet organizational needs Recommend system modifications   Provide daily reports to management with recommendations on cases Network Technician AT&T July 2000 to July 2014 Full-Time)   Head of special project team for network outages, providing quality assurance by analyzing, planning, developing, and implementing solutions for outages.   Provide technical assistance and modifications of installations   Remove cookies, temporary internet files and proxy router settings for fast internet connection Design, analyze, and test Voice, VOIP and Internet Networks   Configure routers to obtain IP addresses dynamically and with static IP addresses   Utilized telnet to remotely access router Analyze client connectivity issues using Ipconfig, netstat and ping command.   Install antivirus software to remove malware and potential threats   Organize upgrades and maintenance; perform

data backups   Ran defrag/disk cleanup tool to optimize performance of hard drives   Coordinate with third party ISP's and SBIS for Router Migration   Coordinate with the Central Office to test DSLAM frame and cross connects & wired to new DSLAM ports.   Troubleshoot system failures and network connectivity to optimize performance   Test and configure software and maintain and repair hardware devices   IT Skills & Certifications   Cisco Routers and Switches-VLAN Implementation, OSPF/EIGRP Networks, NAT   AD Management Microsoft Server / Software Installation on Server systems, setup user accounts, Group Policy and Organization Units   C# Programming, MySQL Database and HTML Web Design   Cisco Certified Network Associate /CCNA   CompTIA A+ Certification Network Administrator Ultimate Cuisine Catering & Events June 2009 to September 2013 Install, organize, and configure computer network and systems (routers, local   area network-LAN, Intranet, internet)   Design and establish network specifications   Analyze, identify, and resolve all technical issues with the system   Maintain all software and hardware (UNIX, LINUX, Windows, and storage)   Install and integrate new server hardware and applications   Develop network access and controls   Upgrade and update computer system   Implement security measures and test firewalls   Perform data back-up   Inspect computer system to ensure better optimization and performance   Provide additions, deletions, and modifications of network equipment Education Bachelor of Science in Information Systems in Information Systems University of Arkansas at Little Rock - Little Rock, AR Present Associate of Science in Networking & Computer Information Systems in Networking & Computer Information Systems University of Arkansas Pulaski Technical College - Pulaski, AR 2018 Associate of Science in Electronic Engineering in Electronic Engineering ITT Technical Institute 2000

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