

Security systems Technician Security systems Technician Help desk support Engineer/ Technician
Cambridge, MA Authorized to work in the US for any employer Work Experience Security systems
Technician Sanofi - Cambridge, MA Present Set up, maintain and troubleshoot security desktop
Install and configure software (department software) Set up and configure Visitor Management
System, printers and other peripherals Maintain and troubleshoot security cameras Install and
configure windows 7, windows 8, windows 8.1, windows 10 and MAC Operating systems. Install
and configure company laptops, desktop and workstation Working and administration on Windows
server and application servers Maintain and troubleshoot channels, panels and readers
Monitoring alarms Assisting customers through service log ticketing, system log ticketing, outlook
email, , phone and in person. Assisting customers by remote desktop login and Skype
Document issue resolution Maintain excellent communication with all end users and other
members of the security department Work with local IT as well as other outside vendors as
needed Assist with creating training materials for new applications, assisting with product roll-outs
and participate in application enhancement projects. Identify appropriate solutions and/or discover
and resolve defects, bugs, error, configuration issues and interoperability flows Record, track and
document problem solving process, including successful and unsuccessful decisions made and
actions taken. Execute other assigns projects and tasks as assigned by the Security Service
Center manager Network Administrator Addis Ababa Information Technology - Addis Ababa,
Ethiopia. April 2009 to July 2016 Major responsibilities Install and configure software and
hardware Manage network servers and technology tools Set up accounts and workstations
through Microsoft active directory Monitor performance and maintain systems according to
requirements Troubleshoot issues and outages Ensure security through access controls,
backups and firewalls Upgrade systems with new releases and models Develop expertise to
train staff on new technologies Develop technical documentation, manuals and IT policies
Helpdesk Support Technician Derartu Tulu preparatory School - Addis Ababa, Ethiopia. November
2007 to April 2009 Major responsibilities Installing and configuring computer hardware, software,
systems, networks, printers and scanners Monitoring and maintaining computer systems and

networks Responding in a timely manner to service issues and requests Providing technical support across the company (this may be in person or over the phone) Setting up accounts for new users Repairing and replacing equipment as necessary Testing new technology Possibly training more junior staff members

Education Bachelor's Skills Active directory, Ccna, Cisco, Dns, Exchange, Mcsa, Tcp/ip, Dhcp, Tcp, Comptia, Information security, Android, Access control, Video conferencing, Excel, Microsoft office, Outlook, Powerpoint, Word, Customer service Additional Information Technical SKILLS CompTIA A+, CCNA, Information security, MCSA, Active directory(AD), Network management system(NMS), Microsoft office 2016(word, excel, Access and PowerPoint) Skype, Computer hardware and software maintenance, video conferencing, Cisco routing and witching, DNS, DHCP, TCP/IP address, WiFi configuration, mail exchange, backup and recovery, Antivirus, office 365, Access control system on pro-Wach, Camera management system(Exaqvion and Network client), Remote disk top support, service and system log Ticketing, outlook, Visitor management system(Who's on location system) and portal application, IT Helpdesk ticketing and knowledge-base systems, utilizing the system to record, assign track, close and analyze all IT Helpdesk requests, Android phone, iPads, iPhones, and iMacs. Cloud technology, icloude, google drive, one drive and google suite. Customers service skill I have a friendly, service-oriented attitude and I can easily make connections with others. I can communicate and resolve technical problems with non-technical people. I am self-motivated, follow my manager's direction well, take initiative, and then work Independently. work well in a team environment and can escalate cases in a timely manner. I am willing to learn and be trained in new IT skills & IT processes. I enjoy volunteering for new tasks and projects without waiting to be asked. I am a creative problem solver and are familiar with configuring, troubleshooting, and maintaining computer hardware and software. work well with third-party vendors to resolve hardware/software problems. ADDITIONAL SKILLS: Excellent customer service Excellent communication Excellent team work Self starter.

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