

Security/Residential Cable Technician Security/Residential Cable Technician Security/Residential Cable Technician - COMCAST Houston, TX Authorized to work in the US for any employer Work Experience Security/Residential Cable Technician COMCAST - Houston, TX August 2017 to Present

- \* Make decision for customers on based on security recommendations.
- \* Resolve concurrent issue with customers account via available tools like Tech360, TechNet or escalate issue if necessary.
- \* With good sales and marketing practices, I have been able to woo more than 100 customers from other platforms to Comcast over the period of 8 months.

Access Research Assistant Colorado State University - Pueblo, CO August 2016 to December 2016

- \* Research on Typical Commercial Products and Costs:
- \* Cisco ASA 55xx (Network IDS/IPS), Checkpoint IPS-1 Series (Network & Protocol IDS/IPS), ISS Real Secure System (Host & Network IDS/IPS), SNORT / Tripwire (OSS Solutions) WatchGuard (NIDS +HIDS)
- \* Served as a Teaching Assistant and Lab attendance for a Web Development Class.
- \* Give help and tutorials to students with difficulties in CIS 311 lab session.

IT/Ad Traffic Executive Playhouse Communication - Lagos, NG April 2014 to July 2016 Nigeria.

- \* I worked with the ORM, CRM and the creative department in managing over two (2) million customers owned by our clients.
- \* Creating mailers, supervising the production of banners, ad images and management of company network system.
- \* Provide day-to-day Desktop and Server support for 30+ users.
- \* Working Knowledge of Active Directory, Windows 7, Windows 10 OS and Mac OS including command-line functions.
- \* Develop websites for clients, engage in real-time troubleshooting, system setups, backups and management.

IT Analyst Specialist Capital 3 Limited April 2014 to April 2015 Ibadan, Nigeria

- \* Co-founder and model developer for Security Verified ID (SVID) which has registered over 600,000 Nigerians as at 2016. The project was undertaken in partnership with Nigeria Inter-Bank Settlement System (NIBSS) owned by all banks and Central Bank of Nigeria (CBN)
- \* Oversees and address a wide variety of user issues, including software problems, hardware failures, and network issues encountered by all departments.
- \* Convener of Security Verified ID (SVID) with over 500,000 users.
- \* Setting up computer security measures, configuring computer networks and offering technical support on-site, via phone and email.
- \* Troubleshoot and resolve network printer, projector and smart board issues.

Desktop

Support Technician East & West Robotics LLC February 2013 to September 2013 Sharjah, United Arab Emirates \* Worked with Database Servers (MS-SQL Server 2008) by managing limited data that belongs to the company (Old Programs and Profit System) \* Worked as a Profiler by running and monitoring SQL Profiler, which monitors all user's transactions in ERP System. \* Worked with Additional Domain Controller (BDC) to support the domain in controlling the users right. \* Trained to Worked with Programmable Logic Controller (PLC) which was used to develop an Artificial Lake Vacuum for Burj Khalifa Hotel Dubai. (Tallest building in the World 2013) Education MBA in Business Administration Colorado State University August 2016 BSc. in Computer Info System Babcock University August 2007 to May 2013 Skills Accounting (Less than 1 year), CompTIA (Less than 1 year), EIS (Less than 1 year), LINUX (Less than 1 year), SQL (Less than 1 year) Additional Information COMPUTER SKILLS School Modules BSc. Computer Information System Modules: Internet Technology, Object Oriented Programming, Visual Basic, Modeling & Simulation, Statistics & Probability, Economics, Enterprise Information Systems (EIS), Accounting Information System (AIS), CompTIA A+, Network +, Oracle SQL, LINUX, VB.NET, Oracle Admin 1 etc. MBA (In Progress) Modules: International Business, Managerial Accounting, Business Ethics & Environment, Production and Operation Management, Management Information System, Management Policy and Strategy etc.

Name: Troy Barnett

Email: lwells@example.com

Phone: 001-788-909-8318x5571