Infrastructure Technician Infrastructure Technician Infrastructure Technician - Nextec Memphis, TN

Work Experience Infrastructure Technician Nextec - Memphis, TN January 2018 to Present Researched and evaluated state of the art approaches and provided recommendations for innovative hardware, software and networking solutions Produced detailed specifications for software and hardware requirements Hands-on experience with Windows OS environments, switches, firewalls, WAPS Familiarized with remote desktop applications and help desk software Staging and configuring network equipment for site locations Communicated & documented installations and incidents to include cause, action, and solution as well as root cause analysis Analyzed, tested and modified computer hardware systems and software based on consultations with users and system design specifications Upgraded network by conferring with vendors; developing, testing, evaluating, and installing enhancements Secured network by developing network access, monitoring, control, and evaluation; maintaining documentation. Receive calls, emails and web inquiries for end users regarding systems. Log all received issues into the Help Desk ticketing system and classify the issue based on support structure. Provides basic technical and functional support to system users by telephone or email relative to desktop hardware and software packages. Provide basic level troubleshooting to uncover known issues. Provide problem resolution for known issues in a timely manner or escalate tickets to the next support tier as appropriate. Cyber Security Analyst/CRM Manager Unistar-Sparco Computers October 2016 to January 2018 Certified instructor on training employees about data breach security Direct experience with anti- virus software, intrusion detection, firewalls and content filtering Knowledge of risk assessment tools, technologies and methods Experience designing secure networks, systems and application architectures Knowledge of disaster recovery, computer forensic tools, technologies and methods Set up and update emails, manage lists, monitor results and manage the many elements that help make campaigns successful. Manage the in-house design of marketing materials: manipulating images and logos, interpreting briefs to design and produce online marketing collateral Genius April 2015 to October 2017 April 2015 to October 2017 Diagnosing and troubleshooting desktop system, printer and operating problems Consulting and

instructing users on hardware and software questions/issues   Collaborate with IT Service Center and Network Infrastructure teams   Install, maintain and upgrade equipment and its associated infrastructure   Runs diagnostic tests to isolate system problems and make recommendations for potential solutions   Operating Systems Windows, OS-X   MS Office (Windows and Mac) software   Mac   imaging solutions and ability to create Mac images   Experience with Remote Support technologies such as Remote Desktop (Microsoft), Apple Remote Desktop, VNC   Experience with enterprise wide rollouts of new operating systems and software   Hands on experience removing viruses and spyware using various tools   Install, configure and maintain Mac, PC, peripherals

Retail Associate Nike Clearance Store April 2012 to February 2015 Greet customers and ascertain what each customer wants or needs. ? Describe merchandise and explain use, operation, and care of merchandise to customers. Recommend, select, and help locate or obtain merchandise based on customer needs and desires. ? Compute sales prices, total purchases and receive and process cash or credit payment. Answer questions regarding the store and its merchandise. ? Prepare sales slips or sales contracts. Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices. ? Maintain records related to sales. IT Consultant Nerds at the Cool Table December 2012 to May 2014 Diagnose and repair desktops, laptops and peripheral devices   Perform installation, diagnosis and repair of all computers   Troubleshoot computer hardware and software   Take apart and re-assemble computer systems as required   Resolve network issues as and when required   Manually set up computer systems   Prepared daily, weekly and monthly database security reports.   Discussed   cyber security efforts with management.   Performed comprehensive investigations of cyber security breaches.   Purchased new security software and made update recommendation Help Desk Specialist University of Memphis August 2007 to May 2009 Oversee the daily performance of computer systems. ? Answer user inquiries regarding computer software or hardware operation to resolve problems. ? Enter commands and observe system functioning to verify correct operations and detect errors. ? Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software. ?   Install and perform minor repairs to hardware, software, or

peripheral equipment, following design or installation specifications. Education Computer Science

University of Memphis Skills EXCHANGE, MICROSOFT OFFICE, WINDOWS 7

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