

Telecommunications Engineer Telecommunications Engineer Telecommunications Engineer

Concord, CA peter.harby1@gmail.com Technologist engineer focusing on information technology support, development and management. I am able to work closely with teams, work on specific projects to meet company needs and switch teams easily. I am a motivated, enthusiastic, loyal, flexible, committed, honest, hard-working, adaptable and a lifelong learner that have a healthy hunger for learning new skills and a passion to help others around me. Work Experience

Telecommunications Engineer Alameda Health System - Alameda, CA April 2019 to August 2019 *

Worked with the AHS team on project that provided a significant cost savings for Alameda Health System by migrating from Plain Old Telephone Service (POTS) to VOIP system (Nortel and Avaya to Cisco). I was responsible for all the hardware side of the project and about 25% of the software side. In the hardware side, worked on the phone setup, installation and ports migrations. From the software side, worked on assigning the old phone numbers to the new system so that the phone numbers stay the same * Mapped and migrate the faxing system from the ground up * Analyzed and interpreted complex data from multiple sources * Adapted and modified standard techniques, procedures and criteria to solve complex problems * Worked closely with network administrators and server engineers to ensure quality service * Performed network modeling and analysis * Identified poor quality lines and underutilized circuits * Coordinated installation of all new users and relocations of existing users * Maintained documentation for all telecommunication systems, including equipment inventory and floor plans * Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution Information Systems Engineer Security Engineers, Inc - Walnut Creek, CA January 2018 to December 2018 * Worked with the engineers to develop, test, install, configure and troubleshoot computer hardware, software and upgrade the outdated equipment * Tested, evaluated and recommend selection for remapping the existed network by applying LAN/WAN methodology for overall function improvement * Created proper documentations, diagrams and other details instructions to help other understand the process * Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution * Diagnosed and resolved complex integrated customer issues for

implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications * Planned layouts and ran cable into buildings and through walls, attics and crawl spaces Freelance Computer Technician Field Nation Inc., Work Market Inc January 2014 to January 2018 * Installed, repaired networks and troubleshooted personal computers, laptops and desktops at offices, computer stores, homes and services departments * Collaborated with vendors to locate replacement components and resolve advanced problems * Removed and replaced malfunctioning components to correct hardware problems * Delivered technical sales presentations to prospects and presented benefits and value of insurance products * Documented all transactions and support interactions in system for future reference and addition to knowledge base * Removed malware, ransomware and other threats from laptops and desktop systems * Described verities of solutions to customers to assist in problem resolution * Engaged end users and answered questions via email, phone, website live chat and in forums * Explained technical information in clear terms to non-technical individuals to promote better understanding IT Project Manager Rotana Net, Inc - Cairo, EG June 2010 to July 2013 * Worked on a verity of projects; for example, worked with clients to troubleshoot computers and networks issues by finding solutions, create implementation-plans and monitor progress to meet the need and the standard cost targeting * Managed quality assurance program including on site evaluations, internal audits and customer surveys * Prepared relevant SRM documents in conformance with Safety Management System (SMS) order * Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately * Saved \$15000 by researching and implementing new strategy to map the existed network; this led to creating fresh new approaches to long-standing problems * Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance IT Technician Rotana Net, Inc - Cairo, EG July 2007 to May 2010 * Provided technical support across the company in person and over the phone * Monitored and maintained computer systems and networks * Trained IT and other staff members for the proper use of the hardware and the software * Configured hardware, devices and software to set up work stations for employees * Broke down and evaluated user problems using test scripts, personal

expertise and probing questions * Removed and replaced malfunctioning components to correct hardware problems * Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team * Explained technical information in clear terms to non-technical individuals to promote better understanding * Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed * Removed malware, ransomware and other threats from laptops and desktop systems * Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks * Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions * Documented all transactions and support interactions in system for future reference and addition to knowledge base * Engaged end users and answered questions via email, phone, website live chat and in forums * Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution * Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes

Education Associate of Science degree in Computer Science Diablo Valley College - Pleasant Hill, CA 2014 to 2018 The High Institute for Computer Science and Management Technology 2009 to 2013 Skills Active directory, Lan/wan, Tcp, Tcp/ip, Vm, Exchange, Network administration, C++, Html, Python, Data backup, Data migration, Css, Data management, Life cycle, Business continuity, Linux, Assembly, Customer service, Documentation Additional Information Technical skills: ? Cloud infrastructure: Azure, G Suite, Exchange and Office 365 Configuration and data migration ? Photoshop, Illustrator, VM software, Active Directory and technical documentation ? Microsoft W OS (W98-W10), Mac OS-X and Linux, plus system maintenance, and virus removal ? IT life cycle, security and project management, business continuity and face to face customer service ? TCP/IP & LAN/WAN network administration, network installation, configuring and troubleshooting ? Data management, data backup, data restore, system restore, system upgrade and problem solving ? Professional programming experience: HTML, CSS, C++, Python and Assembly

Name: Matthew Johnson

Email: mcclureashley@example.net

Phone: +1-845-389-5757x930