

Field Service Technician Level 2/3 Field Service Technician Level 2/3 Field Service Technician Level 2/3 - Ingersoll Rand - Trane MFG Levittown, PA To obtain a challenging position in a high quality IT environment where my resourceful experience and academic skills will add value to an organizational operation. Work Experience Field Service Technician Level 2/3 Ingersoll Rand - Trane MFG - Trenton, NJ June 2016 to Present -Leader of major infrastructure change projects, budgeting, justification -Participation in various networking projects including Cisco switch configuration, firewalls, routers, phones -Assisting end users with desktop applications -Maintain compliance standards throughout organization -Maintain accurate records for procurement purchases while making strategic purchase decisions for hardware/software -Network map design, managed UPS configurations -Assist engineers/architects with network configs/switch setups; assign static IPs/VLANs, IP design Systems Administrator Computer Force, INC - Warminster, PA May 2015 to August 2015 Build computers and servers from scratch, configure switches and routers Maintain effective security standards for onsite systems as well as remote sites, protecting customer data and maintaining integrity of computer systems Home security automation including cameras and DVR with Ethernet based technology Build and plan Server 2008/2012 including active directory Use remote desktop solutions to migrate software and data to new machines Create group policy objects for each user within the client network according to client needs Practice disaster recovery solutions both within the company and for outside clients IT Technician Vertical Screen, INC - Warminster, PA October 2013 to May 2015 Troubleshoot laptops, desktops, and peripherals Manage Citrix applications Manage networking devices and VPN connections using Cisco equipment Configure VLANs for added workstations, updating firmware on Cisco devices FBI clearance Manage Symantec protection and Active Directory settings across a plethora of approximately 500 computers Create and manage multiple virtual client machines via HyperV, VMWare Create and modify Windows 7 workstation image Technical support Signature Systems PDQPOS - Newtown, PA April 2013 to October 2013 for proprietary point of sales systems Install wiring and hardware for remote clients Use of remote desktop utilities to troubleshoot issues with POS systems, including LogMeIn and Join.Me, along with RDP built into Windows

Configure new hardware and software to restaurant specifications (modifying menus, printer settings, training clients as necessary)    Configure switches, routers and modems to work with installs of new POS systems    Answering customer phone calls/emails and resolving their issues in a timely manner Education Bucks County Technical High School - Fairless Hills, PA Present B.S in Computer Science in Computer Science Strayer University - Trevose, PA March 2013 Additional Information    CISSP and CCNA    Experience with most all Windows Operating Systems, Linux Logging progress of projects using many different management systems including Sharepoint Experience with major antivirus software such as McAfee and Symantec and their various software packages including major disaster recovery tools    Extensive experience with disk management, storage virtualization, cloud computing solutions, along with SATA and RAID configurations and cloning    Excellent customer service skills, strong team player    Strong oral and written communication skills, attention to detail    Experience with VMWare and Microsoft Office applications, SCCM

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