

Field Service Technician Field Service Technician Field Service Technician - EbryIT Houston, TX
Work Experience Field Service Technician EbryIT - Houston, TX June 2019 to Present Implemented Active Directory for user accounts and configured end user accounts in Microsoft Exchange. Kept detailed inventory of all desktop and laptop parts in a database to ensure replacements were checked in and out accurately during and after a service repair. Support including networks, workstations, peripherals, security, timeclocks and phone systems. Imaging, installation, and repair of desktop and laptop computers in an educational environment. Network troubleshooting of wired and wireless connections. Junior Security Analyst United Parcel Service - Houston, TX December 2018 to June 2019 Performed Risk Assessments to identify system vulnerabilities and create Risk Assessment Reports. Provided detailed status updates on existing cyber security incidents daily to include follow up with client/customer to ensure satisfactory resolution. Provided high level analysis on security data to identify significant activity. Prepares or assists in the preparation of assurance documentation to support the evaluations. Systems Administrator United Parcel Service - Houston, TX September 2015 to December 2018 Responsible for all repairing and replacing computer system related problems as they arrive on a daily bases. Created online documentation to help employees resolve day to day issues. Provides customer support in resolving issues with incorrect labels product troubleshooting or general questions. Performs day-to-day maintenance and installation of server, network equipment, virtual machines, messaging, backups and storage. Building, configuring, patching, upgrading and troubleshooting of physical and virtual Windows servers (rack mounts/blades, and VMs). Computer Technician DelFix Tech - Houston, TX March 2014 to July 2015 Provided affordable and professional residential computer service/repair. Educated customers on proper usage of hardware/software and preventive measures to insure problems do not return Took systems off-site as needed for major repairs/rebuilds. Contacted customers regarding repair status, soliciting additional information, and provided work estimates. Education Associate in Computer Science Houston Community College - Houston, TX 2017 to Present Skills Cisco, Dhcp, Tcp, Tcp/ip, Telnet, Vlan, Vpn, Wins, Dns, Networking, C#, Computer programming, Python, Sql, Ftp, Smtip, Ios, Linux,

Software troubleshooting, Pop3 Additional Information Skills Windows/Linux/OSX/Cisco IOS
PC Hardware/Software troubleshooting Networking protocols (TCP/IP, DHCP, DNS, WINS, ARP,
FTP, Telnet, SMTP, POP3, NAT, VPN, VLAN). Computer programming (C#, Python, SQL).

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