

Help Desk Technician Help Desk Technician Help Desk Technician - CSAT Solutions Houston, TX I am a motivated IT person with hands on systems administration, System configuration, Enthusiastic team player, always looking for innovative and efficient engineering solutions, Energetic self-starter capable of learning quickly with minimal guidance. I am seeking to progress my career in the Information Technology sector where I will use my skills and experience in system maintenance and technical troubleshooting to contribute to an active growth and productivity of the company. I am authorized to work in the United States for any employer.

**Work Experience**

**Help Desk Technician CSAT Solutions - Houston, TX February 2019 to Present** Configured hardware, devices and software to set up workstations for employees. Used GPWeb ticketing systems to manage and process support actions and requests. Testing and troubleshooting new applications. Providing end-user system support, resolving access and connectivity issues. Collaborated with vendors to locate replacement components and resolve advanced problems. Trained and supported end-users with software, hardware and network standards and use processes. Linux Systems Administrator Super User Consulting Inc - Houston, TX June 2016 to June 2019 Using command line & software server/application monitoring and process management tools (Rsyslog) Configuration and management of network services (HTTP). Managing physical, virtual, and network storage (LVM's). Installed, configured, and maintained Linux systems using Centos and Redhat. Managed firewall, network monitoring and server monitoring both on- and off-site. Diagnosed and troubleshooted UNIX and Windows processing problems and applied solutions to increase company efficiency. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.

**Jr Devops Data Service Group Inc May 2014 to June 2016** Push codes from local and master branches to central repositories. Creating new Ansible YAML, Play-books, Roles and bash shell scripts for application deployments. Collaborating with Dev and Prod teams to ensure smooth running of the pipeline. Resolve package Management dependency issues. Working with Dev team. Installation, configuration and hardening of Bare Metal Linux servers, working with security team Participate in daily scrum to improve system performance, and automation capabilities. Installation and Configuration of the

APACHE web Server on Linux platforms. Computer Technician World Voice Center - Yaounde, CM  
April 2012 to March 2014 Using of hand tools and machines to assemble parts. Performed final  
testing on newly created equipment to meet engineering specifications. Control of all parts and  
units existing on the picklist. Reading electrical and electronic drawing Performing pre-assembly  
activities Performed final testing on newly created equipment to meet engineering specifications.  
Repairing computers as ordered Education Associate Degree Houston Community College -  
Houston, TX 2019 Skills LINUX, DEVOPS, VIRTUALIZATION, DATABASE, ORACLE, Desktop  
Support, Help Desk, Helpdesk Support

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