

Technical/Storage Support Engineer Technical/Storage Support Engineer Technical/Storage Support Engineer Cocoa, FL I was recently a Technical/Storage Support Engineer for a multi-million-dollar company. I consider myself a self-motivated ambitious person that requires little to no supervision in completing tasks on time. I have more than 5 years of professional/working experience in IT. Configuration and end to end installation of Cisco 1700 Series routers. Configuration and end to end installation of Cisco 1800 Series routers for DSL. Configuration and end to end installation of Cisco 2800 Series routers used for 128k circuits. Cisco 6509 interfacing for end-to-end 56k to 128k circuit upgrades for several locations. Cisco 1200 Series Access Point Configuration - Brief Cisco 7900 Series IP Phone setup and administration D-Link DES-3526 Installation, upgrade, and configuration Building and repairing Ethernet cabling using RJ-45 connectors. MCP working towards MCSE/security Currently preparing for the 640-821 Intro exam towards earning a CCNA Wireless troubleshooting and access point replacement. Port mirroring Port security Active Directory DHCP DNS Remote Access using VNC VPN Office 2003 MS Dos Cisco IOS Linux Red Hat 9.0 Microsoft Visio Windows XP Windows 9X Windows 2000 AS400 Operation - Iseries Symantec Ghost Acronis - True Image Hyena MacOS X Cisco CallManager SAN Vantive NetApp CIFS NDMP iSCSI UNIX WAFL SAP Uniphi DFM NFS Work Experience Technical/Storage Support Engineer NetApp December 2007 to May 2009 Responsibilities: Troubleshooting SAN, Network, and Storage issues Use of WebEx to troubleshoot issues. Research and resolution of customer issues. Network Administrator/LAN Engineer - PC Support Technician ABC Fine Wine & Spirits - Orlando, FL July 2007 to November 2007 Achievements: Promoted to this position after 13 months Responsibilities: Repairing and building employee workstations. Remote installation of software on employee workstations. Researching and ordering new equipment for the corporate office. Researching and ordering new laptops for employees. Direct purchasing contact for major companies such as PC Mall and CDW. Setting up new e-mail accounts in Outlook Responsible for sorting through spam and forwarding e-mails when necessary/appropriate. Provide remote assistance to field employees for wireless connectivity. WAN Engineer - Level 2 Technical Support

ABC Fine Wine & Spirits - Orlando, FL October 2005 to July 2007 Achievements: Promoted to this position after 7 months of employment. Promoted to 2nd on - call tech after 9 months. Most experienced with DSL upgrades with over 40 completed. Given a bonus for developing DSL changes that could be done remotely, this resulted in the company saving a large sum of money and resources. Created the training document which was used by the Level 2 Techs to install and configure Cisco 1242 Access Points. Able to complete all tasks without supervision

Responsibilities: Repairing problems and closing tickets that are escalated to level 2 or contacting and requesting dispatch for any issues level 2 cannot resolve. On call tech for a multi-million dollar beverage corporation with a 145 server domain with more than 500 nodes responsible for making after hours decisions on repairs physically or remotely using company VPN. Installation of network equipment at new or renovated stores including, registers, servers, routers, printers, switches, access points, and cabling. Cloning of registers and servers using Symantec Ghost. Assisting and training level 1 technicians. Maintaining a company vehicle, tools, equipment, and laptop.

Installation and troubleshooting of Cisco, and D-Link equipment Troubleshooting and repairing connectivity for Symbol PPC8800 including Symbol Access Points. Creation of training documents for new techs. Making sure sales data is transferred properly and accurately from stores in the absence of the POS specialist. Help Desk Technician - Level 1 Technical Support ABC Fine Wine &

Spirits - Orlando, FL March 2005 to October 2005 Achievements: Excelled in customer service Able to complete tasks without assistance within a short time. Displayed an early understanding of the configuration of the company network. Recommended for promotion by my supervisor.

Responsibilities: Troubleshooting network connectivity. Troubleshooting print devices including HP2300n. Retrieving and terminating jobs in the AS400 as needed. Determining problems based on vague details of PC users Troubleshooting IBM 4800 cash registers running Windows 2000 Creating tickets for Store Systems (Level 2) PC Hardware Technician - College Work Florida

Technical College - Orlando, FL October 2004 to March 2005 Study Achievements: Commended for a job well done by my instructors and supervisor. Responsibilities: Keeping lab computers in perfect working order Moving computers and equipment Network connectivity troubleshooting

Setup and installation lab equipment including hardware and software    Making sure resources were shared properly within the network    Building computers from spare parts Education Associate of Arts in General Education University of Central Florida - Orlando, FL May 2013 Associate of Science in Network Administration/Hardware Florida Technical College - Orlando, FL March 2005 Microsoft Certified Professional Valencia College - Orlando, FL

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