

Helpdesk Administrator Helpdesk Administrator Helpdesk Administrator - Manning & Kass, Ellrod, Ramirez, Trester LLP Los Angeles, CA To obtain a challenging Network Engineering role that will provide me the opportunity to develop and learn new skills. Work Experience Helpdesk Administrator Manning & Kass, Ellrod, Ramirez, Trester LLP October 2014 to Present Created and implemented plans for complete overhaul of Network patch panels including, re-cabling, labeling, and panel reduction Responsible for monthly patch management of workstations utilizing Kaseya endpoint management system Handle technical and operationally critical calls for over 500 employees to ensure high quality support Installation, configuration and maintenance of all office technology to include workstations, network printers, displays, and all other external peripherals Spearheaded the implementation of new IT Inventory tracking system for deployed hardware Systems Administrator New Horizons January 2014 to August 2014 ODB Entertainment Formulated an inventory list for documenting each end-user's workstation to minimize losses during office migration Installed and setup and reconfigured network printers on an as needed basis Farmers Insurance Deployed over 600 Verizon MiFi wireless hotspots to field agents Responsible for sanitization of all hard drives prior to reuse or destruction Assisted in reorganizing all hardware in depot and created an updated inventory list Agility Perform data migration and follow through troubleshooting at Western satellite office Education Brand College Bachelor of Arts in Economics University of Arizona Additional Information SKILLS/KNOWLEDGE In-depth knowledge of routing protocols - RIPv2, IS-IS, EIGRP, OSPF, and introductory BGP Extensive knowledge of VLAN, VTP, STP, RSTP for Switch configuration Ability to logically visualize network maps to effectively troubleshoot common issues Extensive knowledge of OSI 7 Layer Model, TCP/IP, DNS, DHCP Flexible team player, thriving in environments that require the ability to effectively prioritize multiple concurrent projects

Name: Donna Peterson

Email: michael53@example.net

Phone: 495.388.0132