IT Specialist IT Specialist IT Specialist - Jacobi Medical Center New York, NY Skilled and Experienced IT professional with history of being an effective team member with full understanding of the underwriting process and team needs. Solid understanding of technology (especially Networking and Infrastructure). Desires to learn and adapt to new technologies. Professional, detail-oriented Network administrator motivated to drive projects from start to finish as part of a dynamic team. Authorized to work in the US for any employer Work Experience IT Specialist Jacobi Medical Center - New York, NY February 2019 to Present   Windows 10 deployment for EPIC Project   Imaging computers   Troubleshoot and resolve hardware, software, and network related issues   Using Tera Term Pro to monitor network activity and troubleshoot   Review of the Network documentation   IT Asset inventory management Help Desk Support Specialist Computer Repair & Services - New York, NY December 2014 to August 2018   Provide onsite and remote support for desktop/laptop users   Computer repair, Data recovery and Back up, Costumer Service Troubleshoot and resolve hardware, software, and network related issues   Troubleshot equipment like printers, computers and servers   Record and track support problems in help desk software while keeping end user informed of problem status and estimated resolution times Junior Network administrator Orange Telecom March 2009 to December 2010   Performed Network Administration and Troubleshooting   Provided support for all other network infrastructure hardware, software and services   Working in Microsoft Active Directory to manage security groups and user/computer Cisco Switches & Routers   Software and Application installation and upgrades Education MS in Computer Science in Computer Science Monroe College - Bronx, NY January 2018 to August 2019 Skills Vlan (3 years), Cisco (3 years), Lan/wan (3 years), Switching, Tcp, Network Support (5 years), Computer Repair (5 years), Help Desk (3 years), It Specialist (3 years), Information Technology (5 years), Desktop Support (5 years) Additional Information Server: Windows Server 2012, 2016, Active Directory and Troubleshooting, DHCP, DNS and Hyper-V   Software Applications: MS Office (Access, Excel, Word, PowerPoint), Adobe Photoshop. Networking: LAN/WAN, TCP/IP, CISCO basic Routing configuration VLAN, Security,   Switching, Routing and Wireless Technology. Programing Language: Python, HTML5, CSS, JavaScript. Management: IT Project Management,

System Analysis and Database Management.

Name: Jerry West

Email: zcarpenter@example.com

Phone: 001-668-907-4988x00546