

Network administrator & IT Technician Network administrator & IT Technician Network administrator & IT Technician Greensboro, NC Authorized to work in the US for any employer Work Experience Network administrator & IT Technician ABDUR RAHMAN Corporation May 2015 to August 2017 Management of Network equipment, VPN's, VLAN's, VTP, NAT's, Access Lists, Failover and more Troubleshooting networks for slow internet, packet delays, VoIP issues, wireless connectivity, routing/switching problems Management of firewalls, Catalyst switches and firmware upgrade Monitoring setup and management Network Documentation, Organization, and implementation NPS and Radius Setup Internet cutovers Client advising on technical purchasing and other solutions Assist employees via telephone, email, helpdesk tickets, and in-person requests Installation and support for game development consoles Working with Corporate IT to resolve issues Install, upgrade, troubleshoot and repair desktop computers and peripherals in a networked environment Manage physical stock and inventory Work with third party companies and Blizzard's partners to resolve issues Creating and supporting user accounts & maintenance Provide support to customers on a variety of IT issues by identifying, researching and resolving technical problems Assist users with backing up computer data on network file shares or CDRW drives Support facility infrastructure and network hardware cabling Assist users with backing up computer data on network file shares or external media Assist with providing system support services, including service outage diagnosis, troubleshooting and restoration of service, virus protection management Responsible for providing Tier II computer desktop support to field locations in accordance with established policies and procedures Provide on-site support and troubleshooting of network equipment - router, switch and firewalls Responsible for providing post-Help Desk support to field locations in accordance with established policies and procedures EDUCATION NATIONAL COLLAGE OF BUSINESS ADMINISTRATION & ECONOMICS March 2013 to September 2016 SKILLS Strong professional and interpersonal skills with the ability to interact with co-workers and users in a respectful and professional manner Working knowledge of PC / LAN hardware troubleshooting and basic knowledge of workstation software Basic knowledge of Windows XP Professional Demonstrates strong computer skills including a good

working knowledge of MS Office   Strong knowledge of Microsoft Office suite software   Good time management skills with ability to prioritize effectively and work to deadlines   Knowledgeable of networking fundamentals   Being good with difficult callers and good customer care skills   Strong demonstrated knowledge of and experience with Windows desktop Operating Systems and Mac OSX   Strong demonstrated knowledge of and experience with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) Education Master's

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