

Network Administrator / Desktop Support Network Administrator / Desktop Support Network Administrator / Desktop Support Philadelphia, PA Accomplished IT Specialist with over 19 years of Information Technology support experience. Exceptional in multitasking with the ability to work quickly and patiently with end-users in remote and desk-side environments to resolve issues. High degree of technical competence, a strong learning aptitude and an excellent work ethic. Work Experience Network Administrator / Desktop Support Family Service Association of Bucks County - Langhorne, PA January 2011 to February 2019 Responsible for overseeing all aspects of technology and application production for all locations Implemented the installation of our new VOIP phone systems at seven of our locations in the summer of 2017 Software: Symantec Backup Exec, Symantec Endpoint Protection, VMWare, Adobe Professional, Microsoft Office all versions, Microsoft Outlook. Knowledge of Crystal Reports and Powerbuilder Electronic Medical Records experience of the following systems EMR / EHR Systems: Raintree, Askesis, Credible Servers: Windows Server Versions 2000 - 2008 and 2012 Virtual environment. Microsoft Exchange 2003 - 2013 Operating Systems: Windows 1998 - Windows 10 and MAC Networking: LAN/WAN, TCP/IP, Managed Switches, Adtran, Cisco, Sonic Wall Business Class Firewalls and Routers, Shared User Network Access, Network Printers, Network Scanners, Credit Card Machines Phone System Platforms: Shoretel, ESI, and Comdial, Momentum VOIP, IPSEC Digital and VOIP Removed malware and viruses from laptops and desktop systems using specialized software Documented repair processes and helped streamline procedures for future technical support actions Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions Disassembled computer systems to troubleshoot and resolve hardware issues Network Consultant / Technician Thompson Networks Voice and Data Solutions - Doylestown, PA September 2006 to June 2011 Setup, configured, restructured and re-wired Networks. Provided technical customer support on the phone and onsite throughout the tri-state area. Configured PBX systems to be accessible thru LAN and WAN network connections. Resolved connection issues due to ports on firewalls. Maintain and apply security and operating system patches and enhancements on servers and pc's. Maintain and create user accounts and

policies within Active Directory. Education The Chubb Institute Skills Windows, Networking, Technical Support, Active Directory, Windows 7, Vmware, MAC, Security, Customer Service, Sales, access, Microsoft Office Certifications/Licenses Computer Hardware Diploma June 2001 to Present Additional Information Skills Troubleshooting and diagnostics Application support Debugging Hardware upgrades Application installations Troubleshooting proficiency Hardware diagnosis Call center experience Microsoft Planning and coordination Remote testing Technical issue analysis Windows XP/10 Performance analysis Maintenance scheduling Group and individual sessions Financial records and processing Payment coordination Medical records management Order fulfillment System installations Vendor management Software management Safety and compliance Schedule and calendar management Equipment maintenance and repair

Name: Daniel Yang DDS

Email: tammy78@example.net

Phone: 001-834-766-3511x829