

Tyshaun Falconer

Queens, NY | 718-598-4597 | tyshaunfalconer@yahoo.com | www.linkedin.com

PERSONAL STATEMENT

Configured Wi-Fi and emulation settings on various gaming consoles for over 10 years. This culminated interest, in the composition of networking and virtual machines, has also led me to develop, hone, and execute my technological skills. I am well-versed in Linux, Windows and MacOS. I have the necessary skills, qualities, and attributes you are looking for, which includes:

- SSH, DHCP, VLAN, DNS
- Jira, SolarWinds
- Bash, PowerShell, Python
- Putty, Wireshark, GNS3
- CI/CD, SaaS, IaC
- Virtualization, Hyper-V, AKS
- OSI Model, Agile
- VPN, VoIP, IPv4, IPv6
- Azure, VNet, AzureSQL

CERTIFICATIONS

OSHA 10 ID 26-707345361 | Part 107 ID 4541558 | CCNA 200-301 | AZ 900 | AZ 104

PROFESSIONAL EXPERIENCE

Sept 2016	IT Consultant, MarketSource
-	Assisted guest by placing orders on Verizon, Sprint, and AT&T Phone Plans Upselling products and keep track of current promotions Improved daily Inventory Checks by 30% Drove ticket resolution by working with customers and exploring multiple solutions Handled high volumes of calls and emails Advanced troubleshooting and multitasking efficiently Trained in client-facing and formal correspondence Configuring APN networks on IOS and Android device
May 2020	
May 2020	Electronics Team Member, Target
	Provide exceptional customer service Determining and fulfilling customer needs Work as a team in a diverse environment Contribute to meeting sales goals

EDUCATION

- Benjamin N Cardozo Bayside, NY: (HSE) High School Equivalency Diploma