

## Anteneh Moges

Bronx, NY 10462 • (917) 688-5159 • anteneh.moges@nyu.edu • <https://amoges1.github.io/>

### EDUCATION:

---

**New York University, College of Arts and Science**

**New York, NY**

*Bachelor of Arts in Computer Science, Minor in Business Studies*

*GPA: 3.02/May 2016*

**Fall Semester Study Abroad Programs:** *NYU Shanghai, China '15 • NYU Abu Dhabi, UAE '14*

**Activities:** *Sophomore President, College Cohort Program • Vice President, Ethiopian/Eritrean Student Assoc.*

### PROFESSIONAL EXPERIENCE:

---

**NYU Tisch School of Arts- Computer and Network Technician, New York, NY** *June 2017—Present*

- Manage, triage and resolve help-desk requests via phone, email, remote access or in person
- Setup and inventory computers, printers, software licenses and regulate DNS/IP registrations
- Review, process and rectify telecommunication requests from departments to university IT
- Recruit, interview and supervise part-time undergraduate student workers to assist our efforts

**Pachyderm Consulting, LLC- IT Systems Technician, New York, NY** *Sept. 2016—June 2017*

- Analyze and troubleshoot existing wired and wireless network systems through client visits/calls
- Setup computer workstations, utilizing Office 365 and other key software at administration level
- Handle repairs and exchanges of defective devices while assisting in improving network design

**NYU Bobst Library- Desktop Support Assistant, New York, NY** *May 2013—May 2016*

- Assist front desk patrons and technicians with loaner equipment and troubleshooting issues
- Field and address incoming help requests from end-users via both telephone, email or in person
- Provide assistance for all computer workstations, basic applications and networking problems

**PRADA Group USA Corporation- IT Intern, New York, NY** *June 2015—Aug. 2015*

- Imaged PCs for store and corporate users and setup videoconference rooms for presentations
- Troubleshot issues and performed warranty replacement while inventorying technical equipment
- Composed first IT Intern Guide with detailed information for future interns to follow and edit

**NYU Information Technology- QA Data Analyst Intern, Abu Dhabi, UAE** *Oct. 2014—Dec. 2014*

- Performed accurate tests on varied set of technical equipment such as network jacks and routers
- Diagrammed network infrastructure of the campus from collected data, utilizing Google Drive
- Collaborated with other interns in creating/executing test scripts for NYU-centric applications

### TECHNOLOGY SUMMARY:

---

**System:** Windows • OS X • iOS • Android | **Languages:** Java • Bash • HTML • CSS • JavaScript

**Web:** Node.js • Express • RESTful API • Bootstrap • EJS Templating | **Databases:** MongoDB

**Software:** Office 365 • Active Directory • Dell KACE • Symantec • Intune • ServiceNow • Datto

**Working Knowledge:** TCP/IP • VPN • DNS • DHCP • Virtualization • Cloud Administration

**General:** Customer Service • Helpdesk • Troubleshooting • Ticketing & Resolving • Resourceful