Anteneh Moges

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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