



## HENRI BONNER

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### PROFESSIONAL PROFILE

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**CompTIA A+ and Network+ Certified Technician** with extensive training in computer assembly, repair, troubleshooting and maintenance. An analytical and consummate professional, with outstanding problem solving skills. Proficient in Windows software configurations, data recovery and networking. Team player with an outstanding ability to communicate effectively with internal and external clients.

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### TECHNICAL SKILLS

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**Overview:** Able to install, troubleshoot and support operating systems and applications, as well as manage and troubleshoot network connections and wireless networks.

- **Networking** - Configure LAN /WLAN/WAN/PAN (all 802.11) network routers and printers through secure WEPx, WPAx, and SSID. Install workgroups and provide Remote Desktop assistance.
- **Software** - Windows 8, 7/Vista/XP, Server 2008; MS Office 2013/2010.
- **Hardware** - Desktops, laptops, printers, scanners. Format, partition EIDE, SATA, SCSI, and SSD and perform data recovery and imaging.

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### PROFESSIONAL EXPERIENCE

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**ICT Intern** - Success Academy Charter Schools, New York, NY 5/2014 - 8/2014

- Collecting all teacher technology equipment before the summer vacation
- Reimaging Success Academy Charter Schools computers
- Assigning tech equipment to new and returning staff
- Delivering technology training to new and returning staff
- Troubleshooting staff technology issues
- Maintaining inventory

**Computer Lab Assistant** - Borough of Manhattan Community College, New York, NY 8/2013 - 6/2014

- Responsible for all student support requiring technical assistance and customer service across the campus
- Answer questions from callers, as well as students on campus with technical issues
- Perform basic troubleshooting of computers and peripherals, such as printers
- Maintain cleanliness of the labs and assure all equipment is working properly

**Security Intern** - Department of Citywide Administrative Services, New York, N.Y. 6/2012 - 8/2012

- Established post orders for various buildings to enforce policies, security and layout
- Created incident reports of any discrepancy on DCAS property for future references
- Assisted in security booth by logging incoming/outgoing authorized vehicles

**Cashier** - Super Foodtown, Brooklyn, N.Y. 6/2011 - 8/2011

- Processed sales transactions on the cash register while providing excellent customer service

**Head Usher** - Billie Holiday Theater, Brooklyn, N.Y. 8/2006 - 6/2009

- Handled ticket sales, provided strong customer service, and assisted with seating

- Communicated theater information to customers

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## EDUCATION

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**Per Scholas Institute for Technology** - Bronx, N.Y.

4/2014

Computer Technician Training - A comprehensive I.T. curriculum, incorporating a combination of formal instruction and hands-on activities, in a real-world working environment

**University of New Haven** - West Haven, CT

5/2013

Bachelor of Science: Criminal Justice