

David Abraham

Davidabraham333@gmail.com | 409-443-9516 | La Marque, TX

Professional Experience

Lead Cable Plant Technician/Network Technician | Leidos Inc 11/2021 – Present

- Provide professional customer support for network related needs, issues & requirements at NASA JSC.
- Diagnose, troubleshoot, and resolve network problems
- Plan, design, build and implement cabling infrastructure
- Deployment of various networking equipment, such as Cisco routers, switches access points and VoIP phones
- Verifying hardware connectivity through Cisco CLI
- Installation of cat5e, cat6, cat6A, and fiber optic cabling
- Communication with users and customers via phone, email, and Microsoft TEAMS
- Excellent documentation and ticket resolution skills in Remedy ticketing system
- Project Management and technical liaison through project deadlines
- Utilizing PatchManager Engine to document network cabling and devices
- Communicate with vendors & contractors to meet expected deadlines

Cable Technician | TCH 07/2017 - 11/2021

- Installed, maintained, and troubleshot ISP/OSP network cabling at NASA JSC
- Installation of cat5e, cat6, cat6A, and fiber optic cabling
- Installation and maintenance of wireless access points & wireless bridges

Nurse Call Technician | Wilson Fire Equipment 05/2015 – 07/2017

- Installation of nurse call systems in hospitals in the greater Houston area
- Installation of cat5e, cat6, cat6A, and fiber optic cabling
- Provided strategic guidance to clients on technology, infrastructure, and business processes
- Provided guidance and technical assistance on the nurse call systems.

Skills

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|---------------------|-------------------------------------|-------------------|
| • Windows Server | • Familiar with Azure | • MS Office 365 |
| • Cisco Call Manger | • Active Directory | • Windows & MacOS |
| • TCP/IP Networking | • Cisco CLI | configuration & |
| • VoIP telephones | • Experience configuring networking | troubleshooting |
| | protocols such as STP, VLAN, RIPv2, | |
| | OSPF, & EIRGP in | |
| | a lab environment | |

Education / Certificates Western Governors University | BS Cloud Computing 2022-present
CompTIA Network+ | Azure AZ-900