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 infostructure
- 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

- Windows Server
- Cisco Call Manger
- TCP/IP Networking
- VoIP telephones

- Familiar with Azure Active Directory
- Cisco CLI
- Experience configuring networking protocols such as STP, VLAN, RIPv2, OSPF, & EIRGP in a lab environment

- MS Office 365
- Windows & MacOS configuration & troubleshooting

Education / Certificates

Western Governors University | BS Cloud Computing   08/2022 – Present
CompTIA Network+
Azure A-900