**David Abraham**

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# 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**

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| * 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 2022-present  CompTIA Network+ | Azure AZ-900