

# DOMINIC L. MCKENZIE

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## OBJECTIVE

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I am a quality driven Network Administrator and Developer with over 6 years of experience. I am seeking a Network Analyst position that will allow me to contribute to the growth and innovation of the company as I develop and utilize my technical, programming, project, and problem solving skills.

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## EDUCATION

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### NEW JERSEY INSTITUTE OF TECHNOLOGY (NJIT) — Newark, NJ

In progress of Bachelor of Science (B.S.): Information Technology: Web Applications; December 2016, expected, GPA 3.92

### MIDDLESEX COUNTY COLLEGE — Edison, NJ

Associate in Applied Science (A.A.S.): Computer Science: Network Administration, May 2013, GPA 3.57  
Certificate of Achievement: Windows/ PC Support, May 2013

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## CERTIFICATIONS

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- ♦ **CompTIA Network+** January 2015
- ♦ **Microsoft Certified Professional**  
**MTA: Network Fundamentals** July 2013

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## TECHNICAL SKILLS

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- ♦ **OS:** Windows XP, Vista, Windows 7, 8.1, 10, Server 2008 R2, Server 2012 R2, IOS, Android
- ♦ **Programming Languages:** SQL, C#.Net, JavaScript, MySQL, PHP, HTML5, CSS, JAVA, Visual Basic
- ♦ **Networking:** TCP/IP, LAN, WLAN, VPN, DNS, DHCP, DMZ, VLAN, WAN, FTP, SSH, Virtual Servers/Desktops; Hyper V; Remote Desktop; GoToMeeting

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## PROFESSIONAL EXPERIENCE

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### DATAMATICS MANAGEMENT SERVICES INC., Fords, NJ

#### Systems Implementation Specialist, 05/2013-Present

- ♦ Answers, evaluates, and prioritizes incoming telephone calls, voicemails, emails, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and any other computer related technologies.
- ♦ Interviews client user to collect information about a problem and leads user through diagnostic procedures to determine source of error.
- ♦ Handles problem recognition, research, isolation, resolution, and follow-up for routine user problems, escalating more complex problems to the correct technical staff.
- ♦ Management of backup systems/ procedures and disaster recovery plans.

- ◆ Configures and tests bio-metric and time clock hardware.
- ◆ Network Management, including the installation, configuration, troubleshooting, maintenance, and support of the Internal Network Infrastructure.
- ◆ Handles shipping, receiving, and tracking of hardware and or IT related inventory via UPS/ FedEx.
- ◆ Works with software development team in creating, testing, implementing, and maintaining various custom applications and programs.
- ◆ Logging and tracking of calls and emails using Microsoft Dynamics CRM.
- ◆ Calls hardware vendors to request service regarding defective products.
- ◆ Develops training support materials such as documents, exercises, and visual displays.
- ◆ Trains end users/ administrators on software and or hardware on-site or via the web.
- ◆ Writes or revises software/ hardware training documents and procedures for management review.
- ◆ Develop small programs in C#.
- ◆ Run queries in Microsoft SQL 2012.
- ◆ Analyzes and evaluates incident reports and makes written recommendations to reduce help line incident rate.
- ◆ Consults with technical staff to explain software errors or to recommend changes to programs.
- ◆ Asset management of IT/Network infrastructure inventory and hardware.

### **QDX PATH ALLIANCE, Cranford, NJ**

#### **IT Support Specialist, 04/2011 to 11/2011**

- ◆ Direct technical support for medium sized company with 125+ employees.
- ◆ Managed, updated, and backed up Inventory via software.
- ◆ Proficient in laboratory software: LabDaQ, LIS.
- ◆ Responsible for software updates, upgrades, backups, and maintenance of servers and network.
- ◆ Created and updated existing IT related policies and SOPs.
- ◆ Supervised and trained data entry personnel and data entry procedures.
- ◆ Assisted as part of a team in creating HL7 interfaces for new machines and EMR systems.
- ◆ Established remote connections to external client computers using Remote Desktop & LOGMEIN for troubleshooting, updating, support and maintenance.
- ◆ Provided professional help desk technical support for numerous clients.
- ◆ Responsible for shipping, tracking, and receiving via FedEx and UPS.

### **FLEXTRONICS, Woodbridge, NJ**

#### **Device Specialist, Customer Support Technician, 02/2008 to 03/2011**

- ◆ Face to face programming, troubleshooting, repair, support, updating, and maintenance of iPhones, Androids, Blackberries, Windows Mobile devices, PDAs, phones, and tablets.
- ◆ Diffused customer escalations to ensure efficient and effective customer service.
- ◆ Responsible for opening and closing procedure of the technical service department.
- ◆ Selected to assist in the training of 13 new employees; recognized for world class experience to customers; earning 3 service awards.
- ◆ Responsible for answering technical support calls via telephone.