Geovanna Bustan

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CAREER OBJECTIVE:

To pursue a job opportunity in a competitive environment that will challenge me to push my boundaries and expand my knowledge in the field of Information Technology while allowing me to add value to the dynamics of the company.

SKILLS AND QUALIFICATIONS:

- Install and configure DNS, DHCP & IIS services, Active Directory, TCP/IP, remote access Hyper-V service
- Manage and maintain group policies, file and storage services, permissions, and server access to resources
- Queries, reporting, database triggers and procedures, data warehousing, Data modelling
- Identify vulnerabilities, threats, risks, and attacks to systems and networks
- Design and configure WAN and routing protocols using Cisco routers and switches
- Excellent customer service, highly motivated, organized, detailed oriented and ability to multitask
- Bilingual English/Spanish
- Team Player/Adaptable
- Great Communication Skills
- Type 60 wpm
- MS office

EDUCATION:

Bachelor's in Computer Science   2013
New York, NY

EXPERIENCE:

Micro Merchant Systems - Syosset, NY

Technical Support Analyst (Level II & Team Lead)   2014 – 2022

- Proficiently handle customer issues and escalations, adhering to service level agreements (SLAs) across severity levels to meet or exceed customer expectations.
- Act as the first point of contact for customers, handling all inbound support requests with professionalism, courtesy, and empathy.
- Demonstrate independent thinking and a proactive approach to resolving customer issues, seeking creative solutions when necessary.
- Collaborate effectively with teams across the organization.
- Identify opportunities for self-help resources and contribute to the development of knowledge base content, empowering customers to find answers to common questions.
- Design, install, configure, and maintain small to medium network systems.
- Provide technical support and troubleshooting for hardware, software, and network issues.
- Configure and setup workstations.
- Work on Routers and Firewalls to get pharmacies setup to run Application, Services and Apps; open ports on routers to allow incoming data traffic from LAN and WAN.
- Install SQL and attach various Databases.
- Develop and maintain SQL Databases.
- QA new software release and designs.
- Present findings to senior developers.
- Work with product development team to design and implement software requests and enhancements.
- Create/edit JS files for label printing.
- Lead Delivery and Shipping Interfaces, making recommendations to Developers.
- Use of zoho desk to log requests; monitor progress, track problem resolution, identify patterns of failure, research bug fixes and implement solutions, and to communicate with manager regarding unresolved problems.
- Mentor and support fellow teammates.

Technical Support Analyst (Level I)   2013 – 2014

- Troubleshoot various problems from desktops to servers.
- Assist with insurance claim billing.

TECHNICAL SKILLS

Operating System

- MS Windows 11
- Windows 2022 Server

Programming

- Visual Basic
- C #
- Java script
- CSS
- HTML

Database

- MS SQL Server 2019
- SQL
- MySQL
- SQLite

Server System

- Web Server
- DHCP Server
- DNS
- Active Directory
- Domain Services
- File & Storage Services

- ☐ Troubleshoot network problems.
- ☐ Diagnose and troubleshoot software and hardware problems.

Life's WORC – Garden City, NY
Helpdesk Support   2013

- ☐ Facilitated WinXP to Win8 conversions for all departments.
- ☐ Maintained/Created user profiles for nursing staff.
- ☐ Maintained Exchange profiles for the office.
- ☐ Trained staff on Windows 8.