

# Shadrack Mukendi

## IT Administrator

New York, NY - Email me on Indeed: [indeed.com/r/Shadrack-Mukendi/632702c65a9f0fd0](https://indeed.com/r/Shadrack-Mukendi/632702c65a9f0fd0)

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### IT Associate

ILKB, Inc - Merrick, NY -

September 2017 to Present

#### IT Administrator

ION Geophysical Corporation Center -

June 2008 to May 2013

##### Responsibilities:

- Managed network Projects, System and Hardware Upgrade.
- Configured and installed new and existing PCs that were using the Windows XP/7 OS.
- Configured and installed new and existing Workstations that were using Centos, Sun, Red hat.
- Monitored Cluster Node Remotely
- Supported PROMAX
- Troubleshoot and repaired Dell Server and IBM
- Created new users and Password renew
- Supported CISCO Switch and router connectivity Issues.
- Efficient with SCCM Console Operating System (Image capture/deployment, remote computing, software distribution, software updates, task sequence), and HW/SW Inventory.
- Installed and troubleshoot Red Hat Enterprise Editions.
- Worked and troubleshoot Windows 7 image.
- Deployed and supported applications, software, and end user hardware.
- Provided assistance in any level break/fix analysis PCs and Laptop of both hardware and software issues.
- Prioritized and executed tasks under high pressure circumstances.
- Assisted in testing Windows 7 image within defined change control processes.
- Performed tests of all applications and processes prior to deployment
- Optimized, repaired and rebuilt computer systems.
- Upgraded and configured both hardware and software.
- Installed programs and supported issues with these pieces of software.
- Provided technical support on all electronics related in the computer field.
- Repaired HP, Xerox, Canon, Brother, Lexmark, Kodak and Dell printers.

### EDUCATION

Devry University (New York) - New York, NY

## SKILLS

Access Control (7 years), Acrobat (4 years), CISCO (4 years), Red hat. (4 years), Sun (7 years)

## ADDITIONAL INFORMATION

### TECHNICAL SUMMARY:

Microsoft Operating Systems: MS-DOS, Windows 9x, 2000/ME, XP, Vista, 7, Embedded, CE, Mobile, Server 2003, Network Infrastructure, Active Directory, Network Services Infrastructure Conceptual and Logical, DNS, DHCP, File & Printer Sharing, MBSA, IIS, FTP & SFTP, HTTP, MMC, RDP, Internet Connection Sharing, Indexing Service, Application Management, Print Spooler, Plug and Play, Windows Audio, Windows Installer, GUI themes, Terminal Services, TCP/IP.

Linux Operating Systems: Red hat 5,6, Centos, Sun, SUSE, Ubuntu, System-config-Kickstart, Gnome, LVM, RAID, IBM Storage, Backups, DNS, SSH, NFS, LDAP, NIS, KVM, BASH, SELinux, Yum, Rpm, Turn and Maintain the Kernel, Network Configuration and Troubleshooting, Manage and Install services, Monitor System resources, System Recovery, Access Network File Sharing Services, Archives Compression, Vim Workflow, Managing Partitions and File Systems, Printing.

Unix: Text Editing and Printing in Unix, Unix Shell Tools, Working with Unix File And Directories, Writing Unix Shell Programs.

Mac operating System: Tigre, Leopard. Snow Leopard, Lion, Lion of Mountain.

Cisco Networking Associate: Cabling Installation, LAN Switching, IPV4 Addressing and Subnetting, IPV4 Routing, Wide-Area Networks, OSPF, EIGRP, RIPv2, IPv6, OSI Model, TCP/IP, Vlan, VTP, STP, VPN, Stastic Route, Subnetting VLSM, IPV4 Access Control List, Troubleshooting, Frame Relay, MPLS, PPP, Nat.

Applications: Microsoft Excel, Word, Powerpoint [...] Microsoft Exchange 2003, Microsoft Project 2007, Delphi, Corel Draw, Page Maker, Shell scripting, Virtual PC, Virtual Box, Dropbox, Real VNC, PC Anywhere, Symantec Procomm Plus, Norton Ghost, Partition Magic, ERD Commander, CCleaner, Malware Bytes, Symantec Endpoint Security, AVG, Avira, Winamp, VLC Player, Synergy, VMware, XoftSpy, Gparted, FreeSSH, Hummingbird Connectivity, Oracle Applications, Sun JRE Java, Adobe Photoshop, Gimp, Adobe Acrobat, Lotus Notes, IBM Aydume, nLite, WinRar, 7Zip, Winzip, IMGBurn, PowerISO, Daemon Tools, Virtual Drive Applications, Netilla Thin Clients, Internet Explorer, Mozilla, Google Chrome, Microsoft Silverlight, Windows Live Essentials, WebEx, Social Media i.e Twitter, Skype, AIM and AnyConnect SSL.