Samuel Kamar

317-665-7835
kamar.samuel@gmail.com
linkedin.com/in/samuelkamar
kamar.pythonanywhere.com

Summary

Goal-oriented Tier 1 Helpdesk Associate, seeking to use work knowledge and problem-solving skills to improve IT infrastructure management and administrations. Deployed network system administration for virtual environments. Designed network topology diagram and ensured communication of end devices. Able to grasp new concepts quickly and eager to apply current knowledge at a junior sysadmin position.

Education

AAS Cybersecurity (In Progress)	Ivy Tech Community College, 2022
CT HelpDesk	Ivy Tech Community College, 2021

Certifications

CompTIA A+
AZ- 900
CompTIA Network + (In Progress: Projected December 2021)

Experience

Bell Techlogix

L1 Helpdesk Analyst   04/2021 - Present
- Serve as the single point of contact for all technology-related issues
- Provide technical support for 500+ diverse users from more than 160 countries
- Handle an average of 30 calls and emails per day
- Resolve 80% of calls within the company's 18-minute SLA requirement

System Administrator Experience   11/2021 - Present
- Selected and chose compatible PC parts to build a working home lab
- Installed Microsoft Server 2019 on Oracle VirtualBox Virtual Machines
- Implemented a Domain network based on a network topology diagram
- Ensured operation and functionality of DHCP and DNS services
- Automated OUs and user account creating using PowerShell

Network Administrator Experience   04/2021 - Present
- Installed and made initial configuration of routers and switches using Cisco packet Tracer
- Created network subnets and assigned corresponding IPv4 and IPv6 addresses
- Implemented a Domain network based on a network topology diagram
- Configured VLANs and Spanning tree on redundant paths