**Soukpasack Virasack**

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***Highly-Skilled and Experienced Network Administrator***

**CompTIA A+ Certification | Network and System Administration Proficiency Certificate**

*High-achieving Network Administrator and Support Technician with experience minimizing internet outages for 600+ users by proactively repairing and configuring network devices, and installing end-user security tools on District workstations. Recognized by management as a highly-skilled, hardworking, and dedicated technician.*

Areas of Expertise

* Switch Management
* Break/Fix
* Google Drive
* Network Management
* Virtualbox
* Printer Configuration
* Windows Server
* Windows 7,8, 10
* MacOS
* Linux
* Debian
* iOS
* Android
* NetBeans
* C++/Java

Professional Experience

*School District of Philadelphia / Urban Technology Project -* Philadelphia, PA 2017 - Present

**Digital Service Fellow (IT Apprentice)**

* Minimize internet outages for 600+ users by proactively repairing and configuring network devices, and installing end-user security tools on District workstations
* Manage and oversee the setup, breakdown, and relocation of 30 state-of-the-art computer labs that encompass 900+ individual PC/Mac workstations; maintain and update all OS and software
* Set up, configure, maintain, and distribute more than 400 laptops, so that they comply with all District security guidelines and are updated with latest patches and OS releases
* Responsively analyze, identify, and resolve a wide range of software, hardware, and network issues
* Recognized by management as a highly-skilled, hardworking, and dedicated technician

*Staffing Synergies -* Tobyhanna, PA 2016

**Line Worker**

* Exceeded all daily production goals by packing 300+ items within a fast-paced warehouse
* Collaboratively worked with a team of 15 Line Workers to accomplish all operational quotas

Education and Professional Development

*Urban Technology Project -* Philadelphia, PA 2017 - Present

**Digital Service Fellow Training Program**

* Excelled within this highly-selective and competitive training program that develops the technical and soft skills required for success as a computer support professional
* Completed intensive professional development and soft skill training to refine and hone customer service, business communication, and time management skills
* Receive on-going one-on-one training and mentorship from senior technicians and IT professionals

*Community College of Philadelphia -* Philadelphia, PA 2017

**A.A.S., Computer Information Systems (3.75 GPA), Graduated *Magna Cum Laude***

* Earned the CompTIA A+ and the Network and System Administration Proficiency Certifications

*Drexel University -* Philadelphia, PA 2014 - 2015

**Computer Engineering Program (3.0 GPA)**

* Built Javascript programs with others to refine project management skills for computer support.