

Background

IT support and network security with over 5+ years of experience. Completing tasks in punctual manner and attention to detail while meeting deadlines. A team player with leadership capabilities while handling project managements. Eager to improve and self-motivated, always room to learn more in the field.

Work Experience

KEST Business Solution Partner | *IT Support* | Queens, NY | 10/2020 – present

- Troubleshoot POE Netgear switches, VPN Sonicwall routers, Ubiquiti/Unifi mesh system
- Assisting users with new workstations, dental management and accounting related software
- Utilize remote support tools such as TeamViewer, LogMeIn, Splashtop and VNC
- Provide in-person, email and over the phone support for over 130 clients
- Setup IP camera systems, Windows devices, mobile devices, VOIP devices, and multimedia systems
- Provide server maintenance for client's Windows server backup and NAS

Whitestone Lanes | *Front Desk Manager* | Queens, NY | 04/2014 – 12/2021

- Managed network Point-Of-Sale systems, ensuring minimal downtime
- Supervised 48 bowling lanes via QUBICA AMF computer systems
- Facilitated weekly bowling events and tournaments
- Maintained Active Directory on windows 2008, managing users and group policy

Education

New York City College of Technology, CUNY | Brooklyn, NY

Bachelor of Technology in Computer System Technology

Graduated: May 2020

Skills

- Microsoft Office 365 (Word, Excel, PowerPoint, Outlook)
- Working knowledge of python, java, C++ and HTML
- Basic knowledge: creating vlans and port configuration with Cisco iOS CLI, Active Directory services with domain and subdomains, Virtualizations: VMware and VirtualBox
- Troubleshooting Mac, Windows 7/10/11, Linux OS
- Security Camera: Invid and HikVision