Lih Yang, Lee

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Background

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

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, MSCONFIG, Virtualizations: Hyper-V and VirtualBox
- Troubleshooting Mac, Windows 7/10/11, Linux OS
- Security Camera: Invid and HikVision.

Work Experience

KEST Business Solution Partner   Queens, NY
IT Support   *October 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.
- Perform workstation and password recovery using Windows PE.

Whitestone Lanes   Queens, NY
Front Desk Manager   *April 2014 – December 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
Bachelor of Technology (BTech): Computer Systems   *May 2020*

- Network and Security Concentration