

NETWORK ENGINEER/NOC TECHNICIAN

Summary

To obtain a job in Information Technology where my knowledge and skills can be utilized.

Highlights

HTML, BASIC, C++, CSS, MySQL, Software Application: MS Office 2013 (Word, Excel, PowerPoint, Access, Publisher), Adobe CC (Photoshop, Dreamweaver, Flash) GoogleDocs MySQL, Oracle Operating System: Windows (2000/ME/XP/Vista/7/8), Apple IOS, Unix/Linux

Accomplishments

Served as Network Administrator for department's LAN consisting of approximately 50 workstations.

Managed and maintained a LAN running on 4 switches.

Experience

September 2014

to

Current

Dmi Mobile Enterprise Solutions MD Network Engineer/Noc Technician

- Install all new hardware, systems, and software for networks.
- Configure and install various network devices and services (e.g., routers, switches, firewalls, VPN) Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations Monitor performance and ensure system availability and reliability Liaise with vendors and other IT personnel for problem resolution Manage user accounts, permissions, email, anti-virus, anti-spam
- Manages system back-up and restore protocol.
- Documents network problems and resolution for future reference.
- Created network DFD using Microsoft Visio 2010 Troubleshoot issues related to Avaya desk phone for users Assists over 1000 users globally in the resolution of application, hardware and software problems over the phone.
- Communicate directly with the end user to document, troubleshoot and resolve routine issues using documented procedures and checklists.
- Take ownership for customer problem resolution.
- Enter call data into Remedy ticket/tracking system.
- Escalate issues to higher level technical support professionals when necessary.
- Used Sightmax software to chat with users to resolve issues.
- Resolved Microsoft Office 365 issues for users Contact ISPs and carriers concerning network outages Communicate through Microsoft Office Lync (Skype For Business).
- Accessed Kana Agent to receive emails Administer password resets for all applications including Active Directory and Blackberry Enterprise Server Used web based version of Active Directory to disabled and re-enabled user accounts Installed and configured VPN access for users Used Gomez and Dynatrace software to monitor network and website activities Used Avaya one-X Communicator software to accepts calls while working remotely Used Putty to enable and configure wizard accounts for users Used Cisco Any connect secure mobility client to work remotely Map network drives for users Map SharePoint drives for users Deploy software via backend to remote users through SMS Provide OMS (Office Mobile Support) Generate and send notifications regarding unplanned/emergency outages Install and configure desk printers for staff members.

November 2013

to

September 2014

White Plains Hospital Beltsville , STATE Network Specialist/Desktop Support

- Assess, prioritize and delegate issues.
- Strong knowledge and experience administering MS 2010/Exchange online and Active directory Strong knowledge of MS Active Directory Experience administering and supporting MS 2010/Exchange online Strong knowledge of DNS/DHCP/TCP/IP.
- Knowledge of Networking and WAN technologies.
- Knowledge of Cisco; routers, firewalls, and switches.
- Mapped network shares manually Backed up and restored user data Updated Inventory of new and old hardware being deployed Create report on computers and hardware inventory Clearly and quickly assess and delegate in disaster situations.
- Multitask to a very high standard.
- Excellent interpersonal skills.
- Install Microsoft updates on Windows OS workstations.
- Basic Active Directory knowledge Label carts as well as Workstation On Wheels.
- Attach baskets to Workstation On Wheels cart as necessary Assemble Workstation On Wheels cart Troubleshoot Workstation On Wheels Use Remedy Ticket System to address computer related issues Provide IT support using Dame Ware Remote Administration Software Install, upgrade, configure, and deploy Windows 7.
- Retrieve Microsoft Outlook PST files for clients Provide technical assistant to nurses, doctors and administrative staff members Resolves computer issues for staff members Remove viruses and malwares from desktop computers and Workstation On Wheels Used remote desktop to link laptop with a workstation for a nurse Replace hardware (Hard drive, Power supply, RAM, Processor) Installed and configured 18 desktop computers on LAN for data room Advanced skills in computer hardware troubleshooting Understanding of TCP/IP

networks and addressing schemes and subnets Diagnosed and troubleshot local/network desktop printers and multi-function printers from multiple vendors.

- Diagnosed and troubleshot computer hardware module failures from Dell Create report on computers and hardware inventory Recommend new equipment or software packages.
- Read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements.

September 2012

to

April 2014

Monroe College City , STATE End User Support

- Provide technical support for students with computer related problems Repair student's laptops LCDs, hard drives, restore OS, viruses and spywares removal Troubleshoot computer related problems for faculty and staff Set up projectors within several department for presentations Manage Monroe tracking system (MTS) Assist Staff and students with blackboard Install wireless routers in various buildings on campus Use ticketing system to assist students and staff members Proficient with current Microsoft end user products and operating systems.
- Used Symantec Ghost Solution suite to install image of OS on 30 thin client computers Excellent customer service and communication skills Able to convey technical concepts to non-technical end-users.
- Trained students on Microsoft Office Suite (Outlook, Excel, Word, and PowerPoint).
- Assisted students and staff in troubleshooting and repairing computer systems.

August 2008

to

August 2011

Knox Community College Systems Analyst/Technical Support

- 3 years of hands-on experience with PCs, LAN, WAN, and printers.
- Worked with Project manager to identify best approach for gathering requirements and estimated project size using UCP analysis.
- Gathered Business Requirements, created Functional Requirements Document (FRD) and analyzed data/workflows, defined the scope, financial projections and cost/benefit analysis; progressed from Problem Statement to well-documented designs.
- Prepared user guidelines for easy access of the application.
- Conducted JAD sessions to get SME's input on how to implement the application for Group Disability Claims.
- Utilize Visio to draw business flow charts and concept maps Investigate current client process so as to improve efficiency Build functional and technical specification documents with detailed use cases and business flows and application and data designs.
- Participate in transforming strategic enterprise architecture and design principles into specific system requirements and specifications Work with user groups to provide training, resolve questions, assess user needs, and recommend changes Utilize Microsoft Access and perform data modelling Provide desktop support to students, faculty, and staff Experience with SDLC and project management processes.
- Troubleshooting and repairing computers Provide daily technical phone support for email, network connectivity peripheral equipment and system maintenance.
- Diagnosed and troubleshot computer hardware module failures from multiple computer manufacturers, Dell, and HP.
- Installing new computers and other computer related devices Worked nights and weekends upgrading computer lab from Windows Vista to Windows 7 for 50 workstations Creating posters, brochures and programs using Microsoft Publisher 2010 and Adobe Photoshop Assist in developing websites using Adobe Dreamweaver and Adobe Flash Data Back-up, Data Entry Retrieving Data from obsolete computer devices Install and configuring Routers and other intermediate devices Provide technical training to end-users.
- Perform diagnostics and troubleshooting of system issues, document helpdesk tickets/resolutions, and maintain equipment inventory lists.
- Provide phone & desk side support to clients/end-users; troubleshoot hardware & software issues Maintained PCs by setting up staff for automatic daily backup, Virus Scan etc.
- Managed a high-volume workload within a deadline-driven environment.
- Perform non-warranty hardware repairs.
- Design application forms Confer with clients regarding the nature of the information processing or computation needs a computer program is to address.
- Train staff and users to work with computer systems and programs.
- Supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects.
- Modify current business process Recommend and initiate systems testing.
- Provide SDLC support and assist with User Acceptance Testing.
- Develop UML diagrams, including use case, activity, system flow, and process flow diagrams using Visio.
- Perform use case development for requirements with multiple scenarios.

Education

6/14

Monroe College City , State BS : Information Technology GPA: GPA: 3.70 Information Technology GPA: 3.70

Certifications

Cisco 1 Basic Networking & Cisco 2 Routers and Router Basics Certificate: CCNA ICND1 CCNA ICND2 (Pending)

Professional Affiliations

Information Technology Student Association, Monroe College 9/11-9/12 *National Society of Black Engineers (NSBE), Monroe College 9/12-9/13

Skills

Active Directory, administrative, Adobe, Dreamweaver, Adobe Dreamweaver, Photoshop, Adobe Photoshop, anti-virus, Apple, approach, Avaya, Back-up, backup, BASIC, brochures, business process, C++, CCNA, charts, Cisco 1, Cisco 2, Cisco, communication skills, Excellent interpersonal skills, computer hardware, hardware, concept, draw, CSS, client, clients, Excellent customer service, Data Entry, data modelling, Database, Dell, DHCP, DNS, email, equipment inventory, financial, firewalls, Flash, forms, Functional, Ghost, hard drives, Hard drive, phone support, HP, HTML, image, Inventory, IT support, LAN, laptops, Linux, Access, Microsoft Access, Excel, Exchange, Microsoft Office, Microsoft Office Suite, MS Office, Office, Windows OS, Microsoft Outlook, Outlook, PowerPoint, Publisher, Microsoft Publisher, SharePoint, Microsoft Visio, Windows 7, Windows, Windows (2000, Word, MTS, MySQL, Communicator, Enterprise, network, Networking, networks, operating systems, OS, Operating System, Oracle, personnel, posters, Power supply, presentations, printers, problem resolution, processes, project management, RAM, Read, repairs, repairing, Router, Routers, SDLC, SMS, specification, strategic, switches, Symantec, TCP/IP, technical support, desktop support, technical training, phone, Troubleshoot, Troubleshooting, UML, Unix, upgrades, upgrading, upgrade, VPN, Visio, Vista, website, websites, WAN