John Smith

Phone: (703) 229-1111 Arlington, VA 33183 JS123456@gmail.com

**Computer Service Technician – Jr. Network Administrator – Jr. System Administrator – Help Desk**

**SUMMARY OF QUALIFICATIONS**

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| --- | --- | --- | --- |
| **C:\Users\Michael\AppData\Local\Temp\Temp1_CompTIA A+ logo.zip\Aplus Certified\Aplus Logo Certified.png** | [http://jasonmate.com/2015/images/network_technology_assoc.png](https://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwif0P76-vrNAhVGjz4KHeZ7AeUQjRwIBw&url=http://jasonmate.com/2015/profile.php?id%3D1&psig=AFQjCNFMbkGK6FshQ_bPiMaMNT0VjR8AdA&ust=1468860771870520) | [https://upload.wikimedia.org/wikipedia/commons/thumb/6/60/MTA_logo.png/150px-MTA_logo.png](https://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjyxMGp_PrNAhWMMj4KHY8ACckQjRwIBw&url=https://en.wikiversity.org/wiki/Microsoft_Technology_Associate&psig=AFQjCNEI78mFhsXjF2OurkHhhIBm6qutoQ&ust=1468861147134672) | [http://unilak.ac.rw/uploads/Cisco%20network.jpg](https://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjcvqyK_frNAhXFbT4KHdZ9DoMQjRwIBw&url=http://unilak.ac.rw/latest_news_content_view.php?latest_news_id%3D78&bvm=bv.127178174,d.cWw&psig=AFQjCNHgUHoBNQ04Z0MlxKXXE1IQqUl0WQ&ust=1468861325960574) |

* **Conflict Resolution:** Assess, evaluate and interpret customer issues and needs to determine course of action
* **Desktop:** Build, Configure, and troubleshoot HW & SW; Install and configure peripherals, drivers, and system updates
* **Networking:** Install, configure, and troubleshoot Cisco IOS devices for internet and server connectivity; Configure routing protocols
* **Web Design:** design and build websites using Adobe DreamWeaver CS4, Microsoft Visual Studio

**INDUSTRY CERTIFICATIONS**

* **CompTIA A+** 06/2016
* **Microsoft Technology Associate** 06/2013
* **CIW Network Technology Associate**  06/2012

**IT COMPETENCIES**

* **Operating Systems:** Windows Vista/7/8/10, Unix, Linux
* **Desktop Software:** MS Office, Adobe Acrobat Pro, Malwarebytes, AVG, Norton
* **Other Technologies:** Dreamweaver, Eclipse, Visual Studio, StarUML

**EDUCATION**

**Northern Virginia Community College,** Annandale, Va Expected 05/17

**Associate in Science** in Computer Information Systems

Relevant Courses & Projects

* **Courses:** Java Programming; Introduction to C++; Introduction to Web Page Design
* **Projects:** Developed a Java-based library management system with book inventory & catalog management, user and admin account management, and book check-in/out capability.

**Cisco Networking Academy,** Washington, DC 03/2012

**Certificate** in Cisco Networking

Relevant Courses & Projects

* CCNA Discovery: Introducing Routing and Switching in the Enterprise
* CCNA Discovery: Working at a Small-to-Medium Business or ISP
* CCNA Discovery: Networking for Home and Small Business
* IT Essentials: PC Hardware and Software

**Fairfax Highschool,** Fairfax, Va 06/2012

High School Diploma

**PROFESSIONAL EXPERIENCE**

**Pediatrics of Northern Virginia,** Arlington, Va 08/14 – 12/14

* Redesigned Company Website using Adobe Dreamweaver

**Urgent Family Care,** Fall Church, Va 06/12 – 06/13

* Front office administrative support & Customer Service Volunteer